



Politecnico di Milano
Interactive systems usability design
A.A. 2017-2018
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Group 10
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Index

- 3. General description and competitors
- 6. Personas and tasks
- 14. Selected tasks
- 30. Parameters
- 37. Heuristic analysis
- 51. Redesign

General description

TRENITALIA

Trenitalia is the largest train operator in Italy. It is by far the easiest and most cost-effective way to get around the country.

The fastest trains are “Alta velocità” series, like Frecciarossa, Fracciargento and Frecciabianca. InterCity trains are the second choice for a fast travel.

The slowest trains are the regional ones, like Regionale, Diretto and Espresso.

PURPOSE OF THE WEBSITE

The main goal of the website is to sell online tickets and manage tickets in order to reduce queues in the station.

TARGET

Every traveller, everyone looking for information.

Competitors and benchmarks



COMPETITOR: ItaloTreno is the only competitor that covers the most of Italy.



BENCHMARK: SNCF is the largest train operator in France.



BENCHMARK: Deutsche Bahn is the biggest train company in Germany.

Index

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- 6. **Personas and tasks**
- 14. Selected tasks
- 30. Parameters
- 37. Heuristic analysis
- 51. Redesign

Personas - Matteo Riboli



DEMOGRAPHICS

AGE: 22 years old
NATION: Italy, Milan
JOB: Student at Polimi

MAIN NEEDS

- Travel with low price tickets
- Keep up to date about schedules

ABOUT HIM

Football enthusiast
Loves sports and music
Plays guitar
Goes often to museums

“Football is life”

BOOKING

TRAVELLING

IT SKILLS



Personas - Luc De Smet



DEMOGRAPHICS

AGE: 41 years old

NATION: Belgium, Bruges

JOB: Businessman

MAIN NEEDS

- Find services on train
- Connect to Wi-Fi
- Check connections

ABOUT HIM

Always busy

Loves good wine

Organizes everything

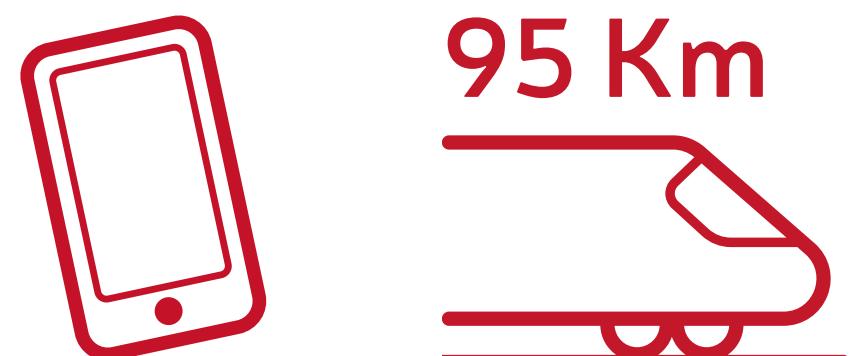
Extremely efficient

“Time is money”

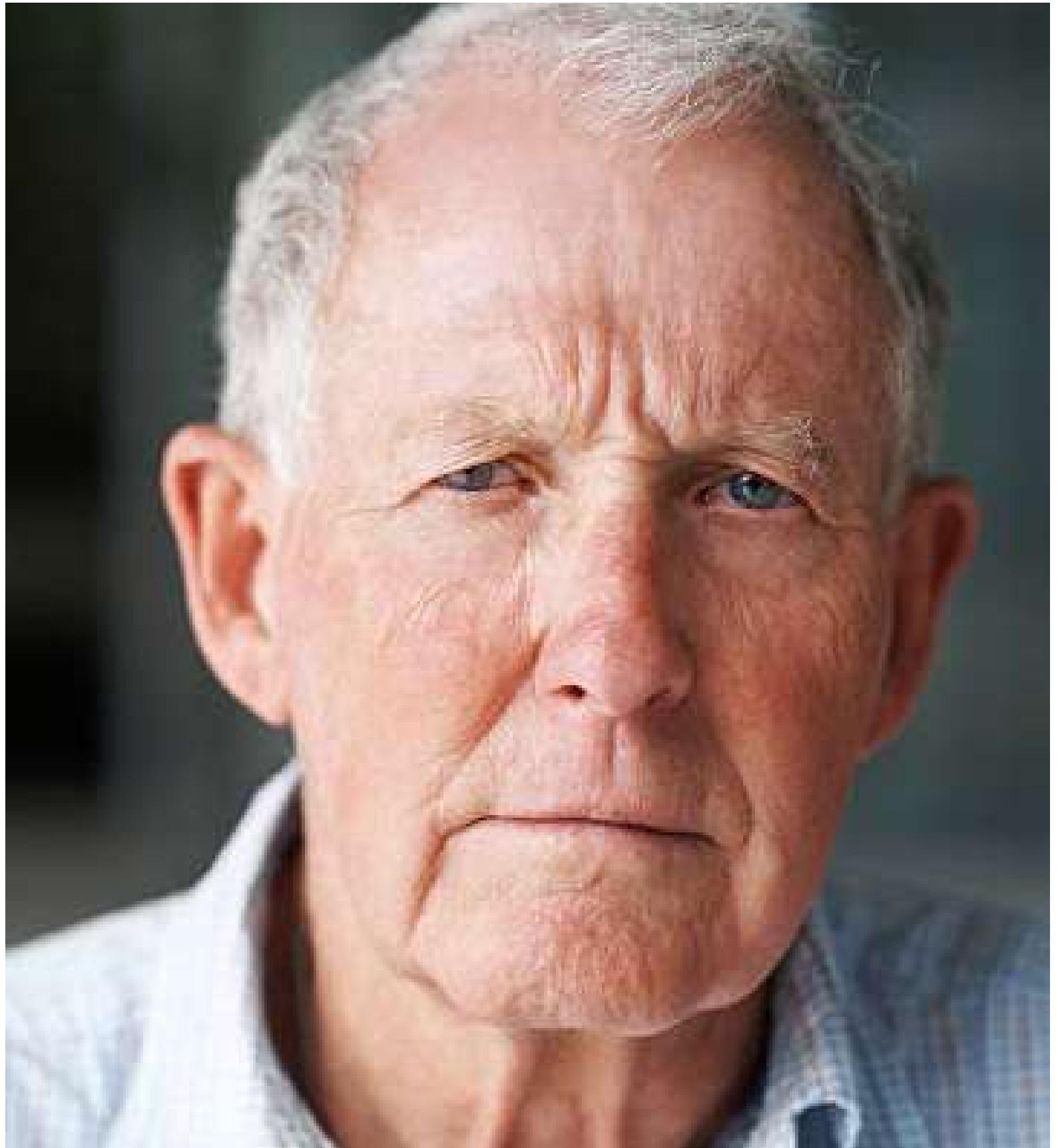
BOOKING

TRAVELLING

IT SKILLS



Personas - Gianluca Locascio



DEMOGRAPHICS

AGE: 73 years old

NATION: Italy, Bergamo

JOB: Retired

MAIN NEEDS

- Book easily multiple tickets
- Find discounts

ABOUT HIM

Never uses his PC
Clumsy with technology
Methodical
Proactive

“Can’t wait to visit Naples with my grandchildren”

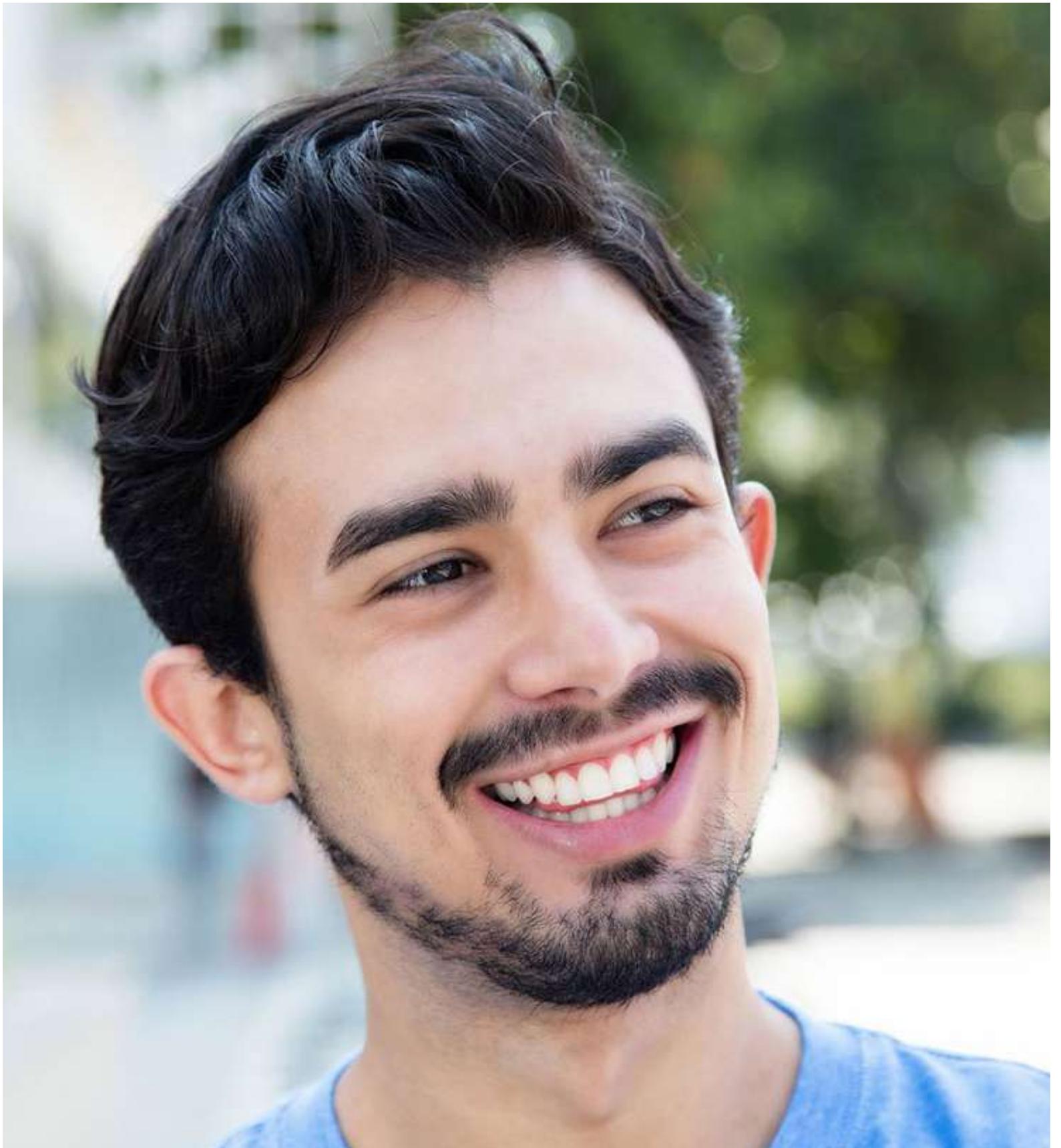
BOOKING

TRAVELLING

IT SKILLS



Personas - Diego Gonzales



DEMOGRAPHICS

AGE: 18 years old

NATION: Spain, Madrid

JOB: Unemployed

ABOUT HIM

Hi-tech lover

Film and coffee lover

Anxious for his girlfriend

Polite

MAIN NEEDS

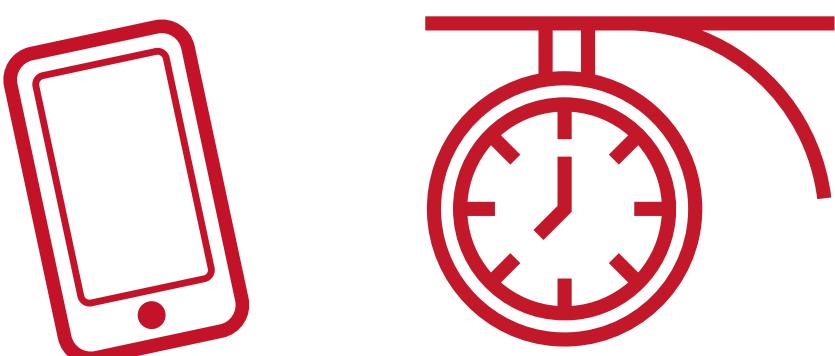
- Check girlfriend's train schedule
- Know about delays and strikes
- Rent a car after the arrival

"I hope I will meet her again soon"

BOOKING

TRAVELLING

IT SKILLS



Personas - Samantha Filisetti



DEMOGRAPHICS

AGE: 32 years old

NATION: Italy, Venice

JOB: Employee

MAIN NEEDS

- Call someone for assistance
- Change a ticket
- Get a refund

ABOUT HER

Ambitious about her career

Loves running

Finicky and demanding

Determined

“Nothing works here”

BOOKING

TRAVELLING

IT SKILLS



Main tasks

BEFORE THE TRAVEL

DURING THE TRAVEL

AFTER THE TRAVEL

WITHOUT TRAVELLING

- Buy a ticket
- Renew Subscription
- Find discounts
- Check services on train
- Check train status
- Check connections
- Connect to Wi-Fi
- After travelling services
- Change a ticket
- Get a refund

60% of the tasks are made before the travel

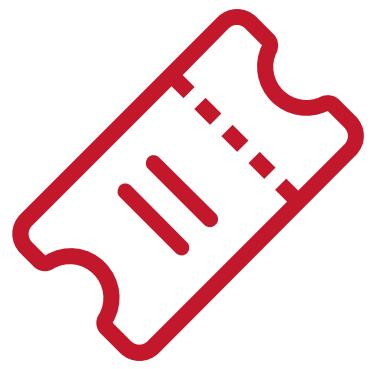
Use cases

	Matteo Student	Luc Businessman	Gianluca Retired	Diego Geek	Samantha Employee
Buy a ticket		●	●	●	●
Renew Subscription	●				
Find discounts	●		●		●
Check services on train		●			
Check train status	●	●		●	
Check connections	●	●	●		
Connect to Wi-Fi	●	●		●	
After travelling services		●	●	●	
Change a ticket					●
Get a refund			●		●

Index

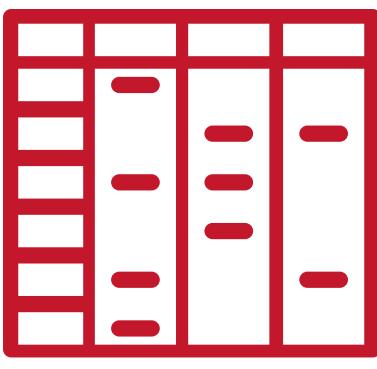
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Selected Tasks



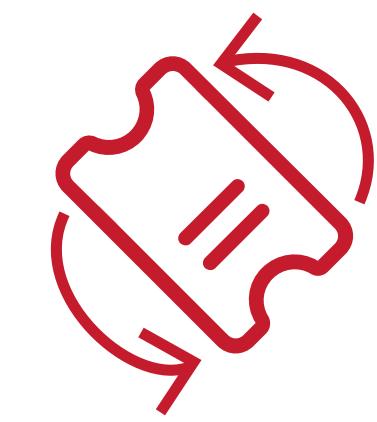
1. Buy a new ticket

One of the most important tasks, is to book an online ticket from the platform.



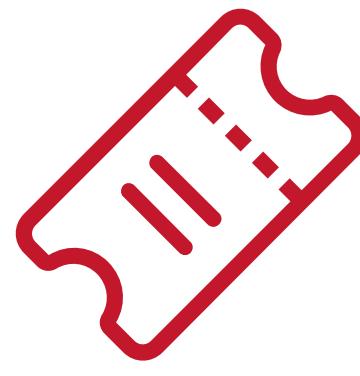
2. Check train status

Whether you are planning your trip or you're already travelling, it is essential to stay updated on the train status.



3. Change a ticket

Sometimes you may need help with special tasks like changing a ticket or getting a refund.



Buy a new ticket - Trenitalia

1. CHOOSE WHERE TO GO

The screenshot shows the Trenitalia homepage with a pink header banner. Below it, a search bar is filled with 'Milano Nord Bovisa' and 'Bergamo'. The results show three train options: a Freccia train at 12:19 for 5,50€, a Regionale 24935 at 12:49 for 5,50€, and another Regionale 24935 at 13:19 for 4,80€.

2. SELECT YOUR TRAIN

This screenshot shows the 'Viaggio di andata' (One-way trip) search results. It lists three train options. The first option is a Regionale 24933 at 12:19 for 5,50€. The second option is a Regionale 10769 at 13:40 for 5,50€. The third option is a Regionale 24935 at 14:38 for 4,80€. The user has selected the Regionale 24935 at 14:38.

3. MAKE PAYMENT

This screenshot shows the payment page. It requires personal information like name, date of birth, and email. It also asks for a 'CartaFRECCIA' number and provides a 'Buono Sconto' button. A note about the electronic ticket's validity is displayed. Below this, there are sections for selecting a payment method (credit card, PayPal, Masterpass, bank transfer) and accepting terms and conditions.

The website doesn't help you if you don't type the right station

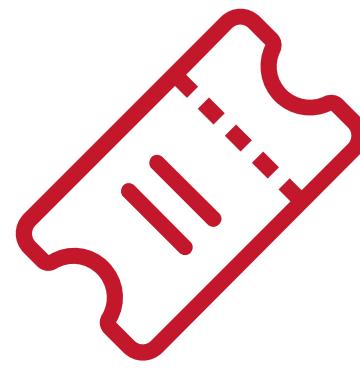
It doesn't jump to the next form

If you change the language, you need to start all over again

21 CLICKS FOR THIS TASK

4' AVERAGE TIME SPENT

3/5 MENTAL WORKLOAD 15/80



Buy a new ticket - Italo

1. CHOOSE WHERE TO GO

From **Milano (Tutte)** **▼** To **▼** continue **▼**

APLES

BOOK NOW

nd
Italv!

2. SELECT YOUR TRAIN

→ Going Out
Milano Centrale - Firenze SMN
Tue 27 Mar 2018

X Coming Back

Passengers 1 Adult Total Detail ▾

One Way Change route ▾

TUE 27 - mar	WED 28 - mar	THU 29 - mar	FRI 30 - mar	SAT 31 - mar	SUN 1 - apr	MON 2 - apr
Tickets from 43.90 €	Tickets from 43.90 €	Tickets from 54 €	Tickets from 59.90 €	Tickets from 36.90 €	Tickets from 18 €	Tickets from 36.90 €

TIME OF DEPARTURE/ARRIVAL STATION OF DEPARTURE/ARRIVAL LENGTH OF JOURNEY PRICE

- 14:35 > 16:25 Milano Centrale - Firenze SMN ① 1:50 Tickets from **43.90 €** in Smart ▾
- 15:35 > 17:25 Milano Centrale - Firenze SMN ① 1:50 Tickets from **43.90 €** in Smart ▾
- 16:35 > 18:25 Milano Centrale - Firenze SMN ① 1:50 Tickets from **43.90 €** in Smart ▾
- 17:35 > 19:25 Milano Centrale - Firenze SMN ① 1:50 Tickets from **43.90 €** in Smart ▾

PREVIOUS TRAINS **BACK** NEXT TRAINS →

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WHERE TO BUY

- Website [italtreno.it](#) and mobile site
- Italo Apps for iOS e Android
- Italo-ticket-office
- Call Pronto Italo 060708 (sale service fees: **1€**)
- Travel Agencies

INFORMATION AND SUPPORT

- FAQ, Frequently Asked Questions
- Call Center 892020 (charge fees) **1€**
- Change Ticket
- Compensation Search
- Station Staff

AGENCY LOGIN
CORPORATE LOGIN
ITALO IMPRESA LOGIN

3. MAKE PAYMENT

→ Going Out
Milano Centrale - Firenze SMN
Tue 27 Mar 2018 14:35 > 16:25 Flex in Smart

X Coming Back

Passengers 1 Adult Total **43.90 €** Detail ▾

Payment

Outward	Itinerary	Fare
Departure Date Tuesday 27 March 2018 Departures / arrivals timetable 14:35 > 16:25	Milano Centrale - Firenze SMN Ambience Smart Offer Type Flex Passenger details Pippo Pelo Seat Coach 11 Seat 26	43.90 € Detail 43.90 €

MODIFY TIMETABLES AND FARES **CHANGE THE ASSIGNED SEATS**

1 Smart Service **0 €**

Total **43.90 €**

[Do you have a promo Voucher?](#)

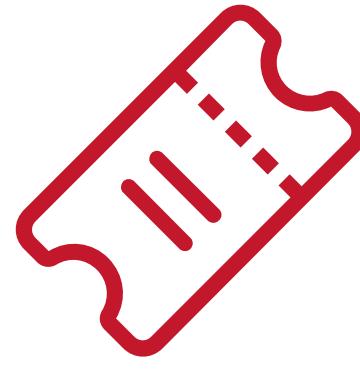
Choose payment method

There is no information overload
(other fields are hidden)

20 CLICKS FOR THIS TASK

4' AVERAGE TIME SPENT

1/5 MENTAL WORKLOAD 16/80



Buy a new ticket - SNCF

1. CHOOSE WHERE TO GO

GRÈVE NATIONALE
Retrouvez toutes les informations pratiques >

QUE RECHERCHEZ-VOUS ? [Itinéraire](#) [Réserver](#) [Prochains départs](#) [N° de train](#)

Lieu de départ Rechercher une adresse, une gare... [Rechercher](#)

Le groupe SNCF >
SNCF Profil, finance, Newsroom, patrimoine, prix SNCF du Polar, identité, fournisseurs

SNCF à l'international >
Découvrez les grands chantiers et projets du groupe SNCF dans le monde

Travailler chez SNCF >
Découvrez nos métiers, nos offres d'emploi et rejoignez-nous

Innovation & développement >
Projets digitaux, fonds d'investissement et développement des territoires

Nos engagements >

2. SELECT YOUR TRAIN

YOUR JOURNEY
One-way PARIS > MILAN [Change](#)
Out on 06 April 2018 [Change](#)
Departure from 10h [Change](#)
Comfort 2nd class [Change](#)
Passenger Passenger 1 : 26-59 years [Change](#)
[Modify other criteria](#) [New search](#)

SELECT YOUR OUTWARD
Leaving on 06/04/2018 between 09h17 and 15h11 - total price for 1 passenger
Prices displayed include admin fees.

Leaving at	09h17	11h45	14h17	15h11
From	€260.00	€292.00	€286.00	€278.00
Journey time	08h20	08h47	07h20	07h28
Travel with	TGV Lyria Cisalpino	TGV Lyria Cisalpino	TGV Lyria Cisalpino	TGV Lyria Cisalpino

TRAVELLER INFO

Attention: there are still seats available, on some trains but in a different class.

Fri 6 Apr. Journey time 08h20

09h17 PARIS GARE DE LYON	TGV Lyria	9785	1st class
12h26 GENEVE			- Mandatory seat reservation
13h39 GENEVE	Cisalpino	39	2nd class
17h37 MILANO CENTRALE			- Mandatory seat reservation

€260.00 STANDARD 1ST CLASS :
Ticket can be exchanged and refunded before departure subject to a fee of €30 per person and per journey and subject to the fare applicable on that day. Tickets will not be exchangeable or refundable after departure. More spacious seats, Electrical socket, Rin-seat restaurant service (subject to charge).

REGULAR FARE :
Ticket cannot be exchanged. Ticket may be refunded prior to departure. A 20% refund fee will be charged.

€276.00 BUSINESS 1ST CLASS :
Hurry, last seats available!

3. MAKE PAYMENT

PAYMENT FOR YOUR ORDER
ADMIN FEES [More info](#) + TEMPORARILY FREE
TOTAL BASKET €260.00
TOTAL €260.00

Please enter your card details

VISA MasterCard American Express Diners Club Eurocard Maestro Visa Electron

Card number * Expiry date * Security Code * [Change your details](#)

Is your payment method unavailable?
To confirm your order, please validate the payment and then enter the authentication code issued by your bank (by text message or other means). Bon voyage!

Confirm my payment of €260.00

YOUR ORDER
PARIS > GENEVA 6 Apr. €175.00
GENEVA > MILAN 6 Apr. €85.00

YOUR CONTACT INFO
Billbo Baggins f2845012@mwytfg.com

Mandatory fields
The information OUI.sncf requires to process your order is marked with an asterisk. The other information requested, which is non-mandatory, is designed to help us get to know you better and improve the services we offer you. All information is collected for the sole purpose of security. Under no circumstances does OUI.sncf sell your personal information about you to SNCF and its subsidiaries. In accordance with the French data protection act (Act n° 78-17 of 6 January 1978 amended by Act n° 2004-801 of 6 August 2004), you have the right to oppose, access, correct and delete the information held about you. To exercise this right, send an e-mail from the Site Contact page or write to OUI.sncf customer service at the following address: 2, place de la Défense - CS 10000 - 92053 Paris La Défense Cedex. OUI.sncf and its partners process this information in accordance with the French Data Protection Act of 6 January 1978, as amended in 2004, you have the right to access and correct any information that concerns you. You can exercise this right by sending an e-mail via the website Contact section or by writing to OUI.sncf customer service at the following address: 2, place de la Défense, CS 10000, 92053 Paris La Défense Cedex.

PAYMENT METHODS
 [Terms and conditions](#)

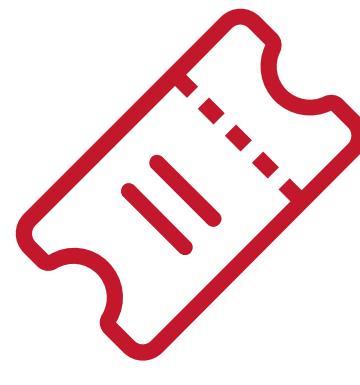
OUI.sncf is the official European distribution channel of the French railways (SNCF) for online sales of high-speed and conventional rail travel throughout France and Europe: plan your journeys, book your train tickets and get inspired by our

You are redirected to a different page

28 CLICKS FOR THIS TASK

4' AVERAGE TIME SPENT

3/5 MENTAL WORKLOAD 17/80



Buy a new ticket - Deutsche Bahn

1. CHOOSE WHERE TO GO

The screenshot shows the Deutsche Bahn homepage. At the top, there are links for Offers, Booking Information, Train Fleet, My Bahn, and Login. Below this is a search bar with fields for 'from station/stop/address' and 'to station/stop/address'. The date is set to 'Thu, 29.03.18' and the time to '14:54'. A red 'Search' button is present. To the right, there's a promotional banner for the Interrail Pass with a 15% discount offer. Below the search bar is a large image of a train in motion.

2. SELECT YOUR TRAIN

This screenshot shows the booking process. The top navigation includes Offers, Discover Germany, Booking & Timetable, Services, Trains, My Bahn, and Login. The main area displays a search result for 'München Hbf → BERLIN' at 16:00. It lists four ICE train options with their respective departure times, arrival times, durations, and prices (e.g., 189,90 EUR vs 157,50 EUR). Each entry has a 'Show details' button and a 'To offer selection' button. A 'Frequent Questions' sidebar provides links for specific train bookings and finding transport association tickets.

3. CARD ADVERTISING

This screenshot shows the booking interface with a large advertisement for BahnCard discounts. The ad features two green BahnCard cards with the numbers 50 and 25. Text in the ad encourages users to save money with BahnCard. Below the ad, a section titled 'Wussten Sie schon?' discusses the benefits of using BahnCard. It lists three card options: BahnCard Flex 25, My BahnCard Flex 25, and BahnCard Flex 50, each with its price, duration, and a 25% discount offer. The bottom right corner shows a summary of the trip details: Andata Gi, 29.03.18, 15:37 Berlin Hbf (tief), 20:03 München Hbf, Prezzo Biglietto, 2° classe 157,50, 1 adulto.

You can only change the language on the homepage

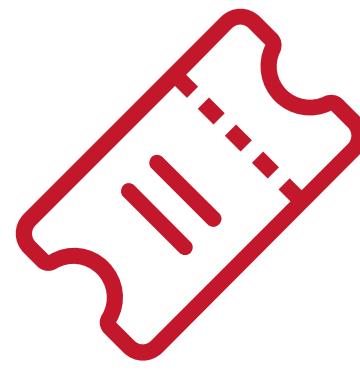
The status bar helps you to orientate

Too many interstitial pages

29 CLICKS FOR THIS TASK

5' AVERAGE TIME SPENT

3/5 MENTAL WORKLOAD 18/80



Buy a new ticket - Deutsche Bahn

4. LOGIN

DB

Home Page | Contatti | Domande frequenti | A A A

Offerte Idee di viaggio Prenotazioni & Orari Servizi Treni La mia Bahn

Ricerca ✓ Selezione ✓ Biglietto e prenotazione Pagamento Verifica & Acquista Conferma

Effettua il login o la registrazione

Effettuando il login l'acquisto del biglietto è ancora più veloce

Acquista il biglietto effettuando il login

Nome utente _____ Password _____ Visualizza la password

Recupero dati di accesso Rimani connesso

Offerte personalizzate e acquisto più veloce del biglietto

Avanti con il login

Non hai ancora un conto cliente?

Registrati adesso e prenota I tuoi dati verranno salvati per i login futuri

Acquistare il biglietto senza registrazione Il pagamento con addebito diretto sul conto non è possibile.

Avanti Avanti

Vantaggi acquistando i biglietti con un conto cliente

- ✓ Pagamento tramite addebito diretto su conto corrente
- ✓ Semplice cambio o rimborso dei biglietti
- ✓ Riscuotere buoni ed eCoupon

5. POSTAL OR TICKET?

DB

Home Page | Contatti | Domande frequenti | A A A

La mia Bahn

Ricerca ✓ Selezione ✓ Biglietto e prenotazione Pagamento Verifica & Acquista Conferma

Biglietto e prenotazione

Come desideri ricevere il tuo biglietto?

Biglietto digitale Salvalo in formato PDF o scaricalo nell'app DB Navigator.

Ti ricordiamo che
Valido solo per il viaggiatore indicato (insieme ad eventuali accompagnatori) e non trasferibile. Richiede un documento d'identificazione da mostrare ad ogni controllo in treno.

Biglietto per posta Con la data di partenza selezionata non è più possibile la spedizione postale.

Tu non viaggi?

Biglietto per un'altra persona Possibile solo effettuando il login.

Il nostro consiglio: prenota adesso un posto a sedere!

Domande sulla prenotazione?

Prenotazione di 1 posto a sedere 4,50 EUR

6. MAKE PAYMENT

DB

Home | Contact | FAQs | A A A

My Bahn

Search ✓ Select ✓ Ticket & reservation ✓ Payment Check & book Confirmation

Please enter your payment details

Please enter your personal details.

Your address

Salutation Title
First name* Surname*
E-mail*
Street, number* Postcode/ZIP* Town/city*
Country* State/province
Additional address line
Telephone 1 (for possible inquiries)
 Send online ticket to my e-mail address (as an unencrypted attachment).¹

How would you like to pay?

SEPA-Lastschrift (1) You cannot pay by direct debit unless you ...

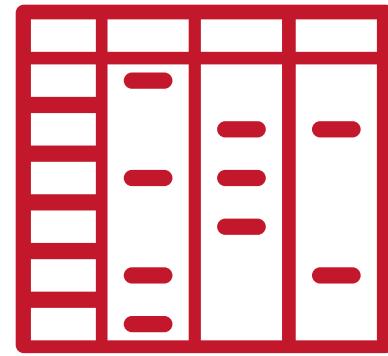
You can't return to the homepage by clicking on the logo

29 CLICKS FOR THIS TASK

5' AVERAGE TIME SPENT

It asks useless information like your address

3/5 MENTAL WORKLOAD 19/80



Check train status - Trenitalia

1. CLICK ON VIAGGIATRENO

LIGURIA
DA VEDERE E RIVEDERE
SCOPRI LE 5 TERRE CON I TRENI REGIONALI ANCHE IN INVERNO

VIVI LA PASSIONE
CAMPIONATI DEL MONDO PATTINAGGIO DI FIGURA
21-25 MARCH 2018
mediolanumforum

-30% SU VIAGGI A/R PER MILANO CON FRECCIE E INTERCITY

PIEMONTE
SCOPRI ANCHE LA MONTA ECO-HOLIDAY
BARDONECCHIA IN TRENO COSTA MENO
SCONTO 10% SKIPASS

SARDEGNA
DA ELMAS A CAGLIARI O SALI VERSO OLbia E PORTO TORRES
IL TUO VIAGGIO IN SARDEGNA PROSEGUE CON IL TRENO

VIAGGI CON TRENI E MAGGI

Prima del viaggio > Durante il viaggio > Dopo il viaggio

- Guida all'acquisto online
- Le nostre offerte
- Parcheggio auto
- Idee di viaggio
- Viaggi per i gruppi
- Personne a mobilità ridotta
- Ristorazione a bordo
- Pontale di intrattenimento
- Viaggiatreno
- Noleggio auto
- Noleggio con conducente
- Car sharing
- Prenota il tuo hotel
- Ecorent
- Trasporto animali domestici
- Bici al seguito
- Note Legali
- Contatti

2. TYPE YOUR STATION

Treno - Stazione
MILANO PORTA GARIBALDI
CERCA

Imposta Viaggio

Stampa il tuo arrivo

Meteo

News

Come Funziona

Note Legali

Contatti

3. FIND INFORMATION

PARTENZE				
Treno	Per	Delle ore	Bin. previsto	Bin. reale
REG 5139	LECCO	13:14	15	
REG 10497	CREMONA	13:22		
REG 10852	LECCO	13:22	17	
REG 24937	MILANO CENTRALE	13:26	20	
REG 10771	BERGAMO	13:31	19	
REG 5316	PORTO CERESIO	13:32	2	8

ARRIVI				
Treno	Da	Delle ore	Bin. previsto	Bin. reale
REG 25041	COMO S. GIOVANNI	12:21	19	19
REG 24933	MALPENSA AEROPORTO T2	12:25	20	20
REG 5315	PORTO CERESIO	12:28	2	8
REG 10774	BERGAMO	12:29	16	15
REG 24934	MILANO CENTRALE	12:34	16	16
ES* FR 9568	SALERNO	12:42	13	

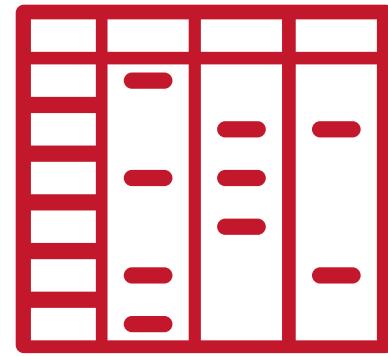
The name "Viaggiatreno" doesn't help to find train status

You can select your station on the map

4 CLICKS FOR THIS TASK

4' AVERAGE TIME SPENT

4/5 MENTAL WORKLOAD 20/80



Check train status - Italo

1. ITALO REAL TIME

Up to 20% off and points with Hertz!
Rent at train station or worldwide with discount and 3 Italo Più points per Euro spent. Save and turn your rentals into train tickets!

Request a taxi with appTaxi
Request a taxi, pay it with a few clicks and earn valuable points!

The best tours GetYourGuide
Book your ticket on-line attractions and activities experience at the best price!

Follow Us: Facebook, Twitter, YouTube, LinkedIn, Instagram | Download Italo Treno | App Store | Google Play

WHERE TO BUY

- Website Italtreno.it and mobile site
- Italo Apps for iOS & Android
- Italo-ticket-office
- Call Pronto Italo 060708 (sale service fees: 1€)
- Travel Agencies

INFORMATION AND SUPPORT

- FAQ, Frequently Asked Questions
- Call Center 892020 (charge fees: 1€)
- Change Ticket
- Compensation Search
- Station Staff

AGENCY LOGIN

CORPORATE LOGIN

ITALO IMPRESA LOGIN

OUR TRAIN STATIONS

Milan	Rome	Bologna	Florence	Venice
Naples	Turin	Verona	Brescia	Reggio Emilia
Salerno	Padua	Ferrara	Rovigo	

OUR ROUTES

Milan - Rome	Naples - Rome	Rome - Florence	Rome - Venice	Milan - Florence
Bologna - Milan	Florence - Naples	Naples - Milan	Rome - Turin	Turin - Milan
Rome - Bologna	Rome - Verona	Naples - Bologna	Naples - Turin	

ITALOBUS

Parma	Mantova	Modena	Cremona	Bergamo
Bergamo	Bergamo	Potenza	Ferrandina	Picerno
Matera	Cremona	Frasinetto	Lauria	Sala Consilina
Rovereto	Trento	Cosenza	Rovereto	Rovereto

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2. SEARCH YOUR TRAIN

Italo Real Time

Last update 10:23 AM

Search by station **Search by train nr.**

From To CONFIRM Select

Real Time Stations
Select a station to see the billboards of departures and arrivals updated in real time.

- Milano Rog.
- Bologna
- Firenze SMN
- Roma Tib.
- Napoli C.
- Salerno
- Venezia S.L.
- Venezia Mestre
- Padova
- Torino P. Susa
- R.Emilia Mediopadana
- Roma Termini
- Milano Centrale
- Verona P. Nuova
- Torino P. Nuova
- Brescia
- Ferrara

Italo 9903 Milano Centrale 05:35 - Napoli C. 10:25
Next station: Napoli C. DELAY 6'
Scheduled Arrival: 10:25 Current: 10:31

Italo 9902 Roma Termini 05:45 - Torino P. Nuova 10:25
Next station: Torino P. Susa Track: 1 DELAY 9'
Scheduled Arrival: 10:14 Current: 10:23
Scheduled Departure: 10:16 AM Current: 10:25
Ambiente SMART in testa

Italo 9961/63 Milano Centrale 06:00 - Salerno 11:09 Not updated
Next station: Napoli C. Track: 23 ON TIME
Scheduled Arrival: 10:20 Current: 10:24
Scheduled Departure: 10:35 AM Current: 10:39
Ambiente SMART in coda

Italo 9965 Torino P. Nuova 06:05 - Roma Termini 10:14 DELAY 13'
Next station: Roma Tib. Track: 7
Scheduled Arrival: 10:04 Current: 10:17
Scheduled Departure: 10:06 AM Current: 10:19
Ambiente SMART in testa

Italo 8955 Brescia 06:27 - Napoli C. 11:45 ON TIME
Next station: Roma Tib. Track: 15
Scheduled Arrival: 10:17 Current: 10:20
Scheduled Departure: 10:19 AM Current: 10:22
Ambiente SMART in coda

It is really hard to find where to click

You can't type your station.
You must open the list

6 CLICKS FOR THIS TASK

4' AVERAGE TIME SPENT

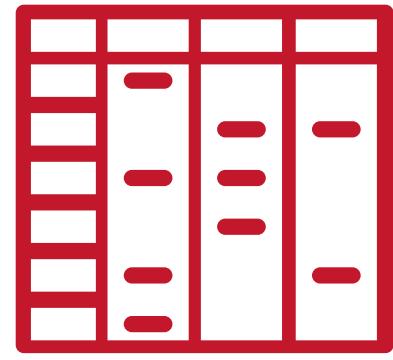
3. CHECK YOUR TRAIN

Next station: **Firenze SMN** DELAY 9'
Scheduled Arrival: 10:46 Current: 10:55
Scheduled Departure: 10:54 AM Current: 11:03
Ambiente SMART in coda

Italo 8903 Venezia S.L. 08:00 - Roma Termini 11:46 Not updated
DELAY 6'
Next station: **Firenze SMN** Track: 13
Scheduled Arrival: 10:05 Current: 10:11
Scheduled Departure: 10:13 AM Current: 10:19
Ambiente SMART in testa

Italo 9915 Torino P. Nuova 08:10 - Napoli C. 14:26 ON TIME
Next station: **R.Emilia Mediopadana** Track: 4
Scheduled Arrival: 10:21 Current: 10:22
Scheduled Departure: 10:23 AM Current: 10:24
Ambiente SMART in testa

Italo 9967 Milano Centrale 08:15 - Roma Termini 11:13 ADVANCE 2'
Next station: **Roma Tib.** Track: 15
Scheduled Arrival: 11:04 Current: 11:02
Scheduled Departure: 11:06 AM Current: 11:06
Ambiente SMART in testa



Check train status - SNCF

1. TIMETABLES

The screenshot shows the SNCF homepage with a sidebar on the left containing links like 'Tickets & train status', 'Reservations', 'Timetables & real-time traffic updates', and 'Customer relations'. The main content area is titled 'TIMETABLES & REAL-TIME TRAFFIC UPDATES' and includes a search form for 'A JOURNEY', 'A TRAIN', or 'A STATION TIMETABLE'. It shows a departure from 'Paris (Toutes gares intramuros)' to 'Milan P Garibaldi (Milano)' on '05/04/2018' at '12:30'. Below this, there are sections for 'GEOLOCALISE YOUR TRAIN', 'BUSINESS TRAVEL', and some statistics: '93% OF TRAVELLERS ARE...' and '€1 BILLION SNCF REVENUE HAS INJECTED IN...'.

2. SEARCH YOUR TRAIN

This screenshot shows the SNCF Gares & Connexions website. At the top, there are links for 'Client', 'Journaliste', 'Partenaire Commercial', 'Entreprise Ferroviaire', and 'Autre Transporteur'. The main banner features a large image of a train station and the text 'CRÉONS UNE NOUVELLE EXPÉRIENCE EN GARE'. Below the banner, there's a search bar with the placeholder 'Saisir une gare ou une ville'. Other sections include 'NOTRE MÉTIER' (Our profession), 'NOS 3 GRANDES MISSIONS' (Our 3 great missions), and a 'LIBÉREZ-VOUS DE VOS BAGAGES !' (Release your luggage!) advertisement.

3. CHECK YOUR TRAIN

This screenshot shows the SNCF Gares & Connexions website specifically for Paris Gare de Lyon. It features a large image of the station building and a clock tower. The search bar 'Saisir une gare ou une ville' is highlighted. Below the search bar, there's a section for 'Informations de la gare' (Station information) which includes a notice about a national strike. The main content area displays a table of 'PROCHAINS DÉPARTS' (Next departures) for TGV trains to Montpellier, with details like train number, time, destination, and platform.

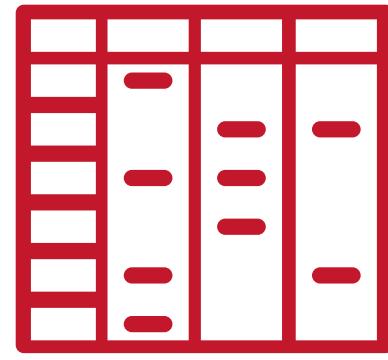
You are redirected to a different page

6 CLICKS FOR THIS TASK

2' AVERAGE TIME SPENT

The page is only in french

3/5 MENTAL WORKLOAD 22/80



Check train status - Deutsche Bahn

1. CLICK ON PUNCTUALITY

Offers Booking Information Train Fleet My Bahn Login

Punctuality

Find up-to-date information on punctuality using a train number or your booked online or mobile phone ticket.

Search for train number

Outward journey ICE train number Search

Enter ticket details Order number (6 characters) Search

Arrival and departure board Punctuality tools at a glance

Berlin - Prague from EUR 19.90. More information

2. SEARCH YOUR TRAIN

Offers Discover Germany Booking & Timetable Services Trains My Bahn

Arrival/Departure

Station / Stop München (München)

Date / Time Th, 29.03.18 15:26

Line / train number (optional) ICE EC D NV S U

Means of transport:

Reset entry Search

Print page Top of page

3. CHECK YOUR TRAIN

Offers Discover Germany Booking & Timetable Services Trains My Bahn

Departure and arrival

Station / Stop München (München)

Date / Time Th, 29.03.18 15:23

Line / train number (optional) ICE EC D NV S U

Means of transport:

Reset entry Search

Current departure time in München Hbf at 15:23 o'clock

Track works: At the station Mühldorf(Oberbay) delays occurring at present

Please note that traffic may be affected by the current disruption at any time.

Time	Train	Direction / stops on the way	Platform	Real-time information
15:23	S 1	Freising München Hbf (ief) 15:23 - München Hackerbrücke 15:25 → München Hirschgarten 15:28 - München-Laim 15:30 - München-Moosach 15:35 - Neufahrn(b Freising) 15:55 - Freising 16:04	2	München Hbf (ief)
15:23	S 3	Holzkirchen München Hbf (ief) 15:23 - München Karlsplatz 15:24 → München Marienplatz 15:28 - München Isar tor 15:27 - München Rosenheimer Platz 15:35 - München St.Martin-Str. 15:35 - Holzkirchen 16:06	1	München Hbf (ief)
15:23	S 1	München Flughafen Terminal München 15:23 - München Hackerbrücke 15:25 → München Hirschgarten 15:28 - München-Laim 15:30 - München-Moosach 15:35 - Neufahrn(b Freising) 15:55 - München Flughafen Terminal 16:06	2	München Hbf (ief)
15:24	NV RE 4076	Passau Hbf München Hbf 15:24 - Freising 15:48 - Moosburg 15:58 → Dingolfing 16:38 - Landau(isar) 16:48 - Peiting 17:00 - Osterhofen(Nby) 17:11 - Passau Hbf 17:37	25	
15:25	S 8	current time Germering-Unterpaffenhofen München Hbf (ief) 15:25 - München Hackerbrücke 15:27 → München Donnersbergerbrücke 15:28 - München Hirschgarten 15:30 - München-Laim 15:32 - München-Westkreuz 15:39 - Germering-Unterpaffenhofen 15:52	2	München Hbf (ief)
15:26	NV M 79027	Traunstein München Hbf 15:26 - München Ost 15:34 - Rosenheim 16:03 - Bad Endorf 16:25 - Prien a Chiemsee 16:31 - Bernau a Chiemsee 16:36 - Übersee 16:42 - Bergen(Oberbay) 16:48 - Traunstein 16:56	12	15:27 Change of platform
15:27	S 7	Kreuzstraße München Hbf (ief) 15:27 - München Karlsplatz 15:28 → München Marienplatz 15:30 - München Rosenheimer Platz 15:33 - Höhenkirchen-Siegertsbrunn 16:00 - Aying 16:07 - Kreuzstraße 16:13	1	München Hbf (ief)
15:27	NV BOB86827	Schliersee München Hbf GL27-36 15:27 - München Donnersbergerbrücke 15:30 - München Harras 15:34 - München Siemenswerke 15:37 → Holzkirchen 15:53 - Darching 16:00 - Miesbach 16:08 - Agatharei 16:14 - Hausham 16:17 - Schliersee 16:21	34	München Hbf GL27-36
15:27	NV BOB86927	Lenggries München Hbf GL27-36 15:27 - München Donnersbergerbrücke 15:30 - München Harras 15:34 - München Siemenswerke 15:37 → Wamgau 16:03 - Schafftach 16:08 - Bad Tölz 16:25 - Gaisbach 16:30 - Obergrins 16:34	34	München Hbf GL27-36

If you have the train number,
you can skip the next page

No feedback if you write a
wrong name

6 CLICKS FOR
THIS TASK

2' AVERAGE
TIME SPENT

2/5 MENTAL
WORKLOAD 23/80



Change a ticket - Trenitalia

1. CLICK ON MANAGE TICKET

The screenshot shows the Trenitalia website's search interface. At the top, there are tabs for 'PRINCIPALI SOLUZIONI' (highlighted), 'FRECCIE', and 'REGIONALI'. Below the tabs, there are fields for 'Da' (Milano Nord Bovisa) and 'A' (Bergamo). The search criteria are set to 'SOLO ANDATA' (One-way) and the date is '23-03-2018'. A red button labeled 'CERCA' (Search) is visible. Below the search form, there are promotional banners for Liguria, Piemonte, and Sardegna.

2. SEARCH YOUR TRAIN

The screenshot shows the 'Manage your ticket' page. The URL is 'Home > Purchase > Manage your ticket'. The main heading is 'Manage your ticket'. It provides instructions for managing purchases: log into the area if registered, or use the PNR and email if purchased without registration. There is also a note about retrieving tickets without being registered using name, surname, and CRA code. To the right, there is a photo of a hand using a laptop keyboard.

3. SEARCH YOUR TRAIN

The screenshot shows the Trenitalia website with an error message. The URL is 'Home FS | Il Gruppo | Lavora con noi'. The main content area displays an error message: 'Non e' stato possibile trovare un acquisto con i dati inseriti' (No purchase could be found with the entered data). Below this, there is a sidebar with links for 'Cambio prenotazione', 'Rimborso on-line', 'PostoClick', 'Ticketless', 'Biglietto regionale on-line', 'Abbonamenti integrati', and 'Guida all'acquisto'.

We were unable to change our ticket

We did not find the recovery code on the ticket

You are redirected to an external page

6 CLICKS FOR THIS TASK

3' AVERAGE TIME SPENT

4/5 MENTAL WORKLOAD 24/80



Change a ticket - Italo

1. SCROLL DOWN

Manage Journey Offers Destinations & Timetable Italo Go Services Travel with Italo Loyalty Programme

Where do you go? From: Milano (Tutte) To:
 Round Trip One Way
 Depart Date: 27-Mar-2018 Return Date: 27-Mar-2018
 Passengers (14-59): 0-36 months no seat 0-13 years with seat Over 60
 1 Adult 0 Infants 0 Children 0 Senior
 30+ passengers
 Do you have a Promo Code? SEARCH

BOOK NOW >

our train tickets and travel all over Italy!
Get our offers to Milan, Rome, Naples, Venice, Florence and many other cities.

Day return ticket -50% Extra low prices for your day return tickets.
There and back -10% 10% discount off ticket price if you purchase a round trip ticket.
Italo Senior -40% If you are over 60, travel saving 40% from Mondays to Thursday!

2. CLICK ON CHANGE TICKET

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WHERE TO BUY [Website Italtreno.it and mobile site](#) [Italo Apps for iOS e Android](#) [Italo-ticket-office](#) [Call Pronto Italo 060708 \(sale service fees: 1€\)](#) [FAQ, Frequently Asked Questions](#) [Change Ticket](#) [Compensation Search](#) [Station Staff](#)

INFORMATION AND SUPPORT [FAQ, Frequently Asked Questions](#) [Call Center 892020 \(charge fees\)](#) [Change Ticket](#) [Compensation Search](#) [Station Staff](#)

AGENCY LOGIN [CORPORATE LOGIN](#) [ITALO IMPRESA LOGIN](#)

OUR TRAIN STATIONS Milan Naples Salerno Rome Turin Bologna Verona Ferrara Florence Brescia Rovigo Venice Reggio Emilia

OUR ROUTES Milan - Rome Bologna - Milan Florence - Naples Naples - Milan Rome - Florence Rome - Turin Naples - Turin Milan - Florence Turin - Milan

ITALOBUS Parma Bergamo Matera Rovereto Mantova Bergamo Cremona Ferrandina Cosenza Modena Potenza Frascati Lauria Rovereto Cremona Ferrandina Cosenza Bergamo Picerno Sala Consilina Rovereto

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.italo Nuovo Trasporto Viaggiatori

3. TYPE YOUR DATA

Where are you going? From: To: continue

Manage Journey Already registered? Login to see all your next journeys

USE YOUR TICKET CODE IN ORDER TO... [View or change your journey](#) [Search for a "Credito Italo"](#) [Couple an Italo Più code](#) [Until 3 minutes prior train departure](#)

First Name Second Name Ticket Code Where can I find the Ticket Code?

Search Ticket

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WHERE TO BUY [Website Italtreno.it and mobile site](#) [Italo Apps for iOS e Android](#) [Italo-ticket-office](#) [Call Pronto Italo 060708 \(No sales fees\)](#) [FAQ, Frequently Asked Questions](#) [Change Ticket](#) [Compensation Search](#) [Station Staff](#)

INFORMATION AND SUPPORT [FAQ, Frequently Asked Questions](#) [Call Center 892020 \(charge fees\)](#) [Change Ticket](#) [Compensation Search](#) [Station Staff](#)

AGENCY LOGIN [CORPORATE LOGIN](#) [ITALO IMPRESA LOGIN](#)

OUR TRAIN STATIONS Milan Naples Salerno Rome Turin Bologna Verona Ferrara Florence Brescia Rovigo Venice Reggio Emilia

OUR ROUTES Milan - Rome Bologna - Milan Florence - Naples Naples - Milan Rome - Verona Rome - Turin Naples - Turin Milan - Florence Turin - Milan

ITALOBUS Parma Bergamo Matera Rovereto Mantova Bergamo Cremona Ferrandina Cosenza Modena Potenza Frascati Lauria Rovereto Cremona Ferrandina Cosenza Bergamo Picerno Sala Consilina Rovereto

It is really hard to find where to click

5 CLICKS FOR THIS TASK

3' AVERAGE TIME SPENT

3/5 MENTAL WORKLOAD 25/80



Change a ticket - SNCF

1. CLICK ON CHANGE TICKET

GRÈVE NATIONALE
Circulation des trains très perturbée à partir du mardi 3 avril

Itinéraires >
Trouvez le meilleur trajet porte à porte combinant les différents modes de transport

Réservation de billets >
Réservez facilement votre billet de train voyager en France et en Europe

Recherche de train >
Consultez le détail de votre voyage à l'aide du numéro de train

Informations trafic >
Consultez l'état du trafic en temps réel – Grandes lignes, TER, Île-de-France

Boutiques & bornes SNCF >
Nos boutiques et bornes pour acheter vos billets et organiser votre voyage

2. CLICK ON EXCHANGE

Travel last minute
at low fares by bus

Discover our bus travels & extra services

- Summer train tickets**: Your TGV, OUIGO and Intercités train tickets are now available for travel around France this summer...
- OUIGO low cost**: From 10€ Train tickets from 10€
- Book your hotel**: Accommodation
- Exchange & refunds**: Exchange and refund

3. TYPE YOUR DATA

TRAIN : MANAGE MY BOOKINGS

USE THIS AREA TO:

- Consult your bookings**: Recover your journey details: departure and arrival times, seat number, on-board services etc.
- Confirm an option, make an on-line payment**: Don't lose your option! Confirm your option at any time of day from the comfort of your own home pay on-line and have your ticket delivered to your home free of charge. Alternatively, you can pick it up at the station right up to the last minute!
- Create or print your print-at-home ticket**: You haven't yet printed your print-at-home ticket or have you lost it and want to reprint it?
- Cancel your bookings**: Cancel the tickets you have bought at OUI.sncf directly on-line (subject to terms and conditions of the fare).

OUI MOBILE APP: Now available for iOS and Android

PAYMENT METHODS: VISA, MasterCard, American Express, PayPal, Terms and conditions

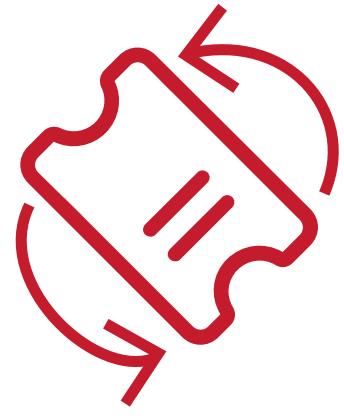
You can change your ticket from the french page only

You are redirected to OUI SNCF

4 CLICKS FOR THIS TASK

1' AVERAGE TIME SPENT

3/5 MENTAL WORKLOAD 26/80



Change a ticket - Deutsche Bahn

1. CLICK ON EXCHANGES

The screenshot shows the Deutsche Bahn homepage. At the top left, there's a colorful graphic of European landmarks like the Eiffel Tower and Big Ben. Below it, a banner says "Discover Germany from EUR 39.90" with dropdown menus for departure country and state, and a "Next" button. To the right, a red high-speed train is shown in motion. Below these, a section titled "Popular travel destinations in Germany" features four thumbnail images: Berlin (Brandenburg Gate), Neuschwanstein (castle), Hamburg (city skyline), and Frankfurt (city skyline). Each thumbnail has a "Visit [city]" link. At the bottom, there are sections for "Offers", "Booking information", "Train fleet", and "Popular connections", each with a list of links. The footer includes download links for the app and payment method logos.

2. CLICK ON ORDER SEARCH

The screenshot shows the "Booking Information" page under the "Exchanges and refunds" section. It features a large image of a hand pointing at a laptop screen. Below the image, the heading "Exchanging or cancelling train tickets or seat reservations: here's how." is displayed. A sub-section titled "Exchange" provides instructions on how to exchange online tickets. There are two buttons: "Order search" and "Show all bookings". Further down, there's a section for "Cancellations and refunds" and a note about seat reservations. The footer includes a dropdown menu for ticket type.

3. TYPE YOUR DATA

The screenshot shows the "Order search" page. It has fields for "Order Number", "Surname of the passenger", and "Verification code". A CAPTCHA field contains the code "nFNvS". Below the fields are "Cancel" and "Search" buttons. The footer includes links to Deutsche Bahn AG, Imprint, Terms and conditions, Terms of use, Data protection, and the website address www.deutschebahn.com.

Tasks are grouped, so it is really easy to find the link

If you have an account, you don't have to type your train code

6 CLICKS FOR THIS TASK

2' AVERAGE TIME SPENT

2/5 MENTAL WORKLOAD 27/80

Results



PROS

You don't have to type to check your train

CONS

Different webpages
Different language - different layout
Not indicative service names
No help or feedback



Generally, less mental workload and clicks than Trenitalia

Hard to find links



Good usage of icons
Good subdivision of tasks

Different webpages
Different language - different layout
Some pages are only in french



Wizard menu provides feedback
Tabs menu

Too much steps to perform a task
Can't return to the homepage by clicking the logo

Index

- 3. General description and competitors
- 6. Personas and tasks
- 14. Selected tasks
- 30. Parameters**
- 37. Heuristic analysis
- 51. Redesign

Parameters

LOADING SPEED

Time to load the page



GRAPHICAL COHERENCE

Consistency between 1st and 2nd level pages



SEARCH ENGINE

Usefulness of the search box



RESPONSIVENESS

Ability to adapt to different screen sizes



Parameters

LANGUAGE AVAILABILITY

Number and quality
of translations



No translations

Multiple languages /
Mediocre translations

Multiple languages /
Translations above
average

HELP/FEEDBACK

Visual feedback quality and
error management



Lack of help and
feedback /
No error management

Inconsistent
help

You are guided
along every step

EASE OF USE

How easy is the website to
use



Performing a task
is complicated

Only the most used
tasks are easy to do

Difficult tasks are
made easy by the
interface

INFORMATION AVAILABILITY

How the most important
information is shown

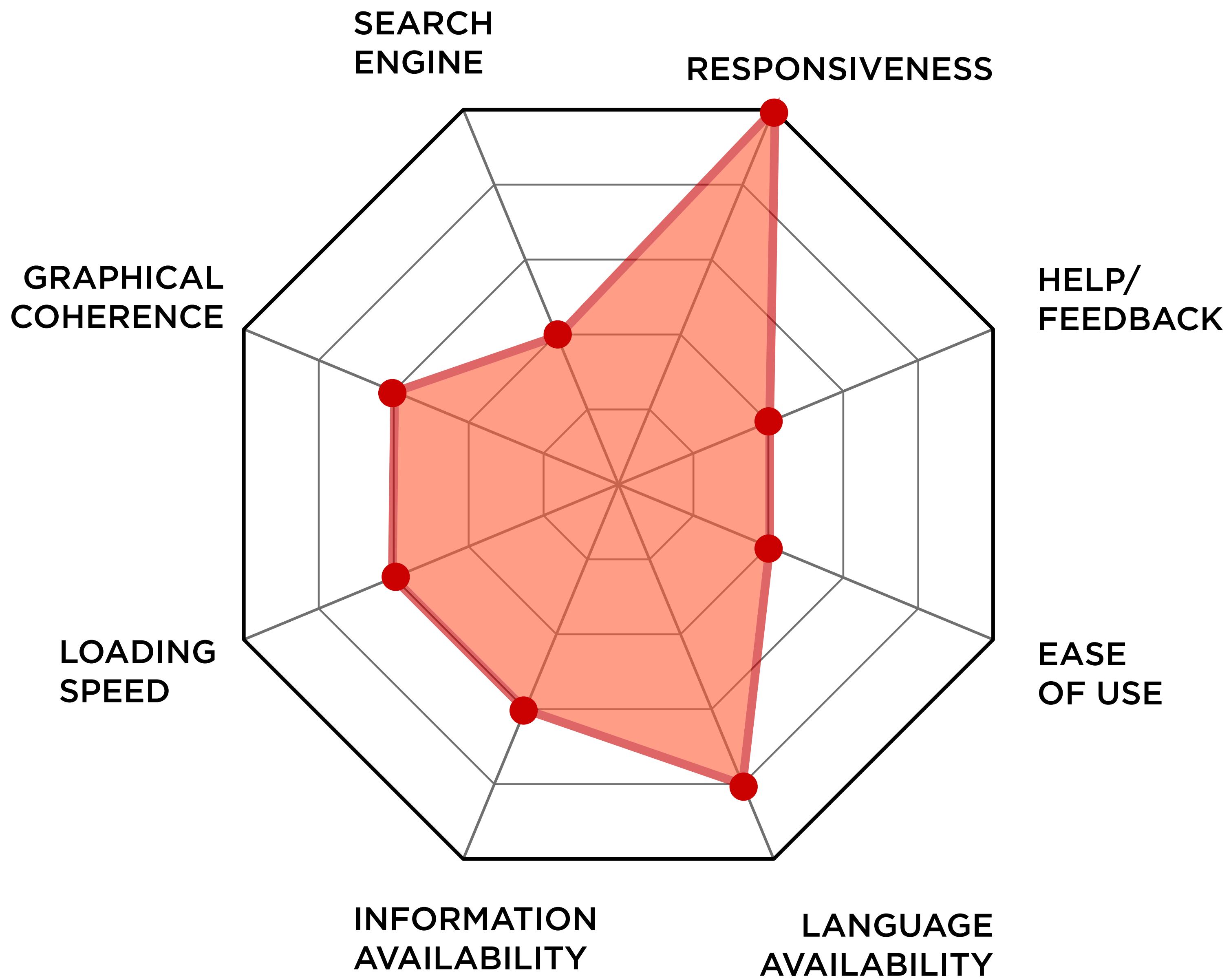


Lack of info about
strikes or FAQ

Information is shown, but it
is not so visible/clear

All needed
information is shown

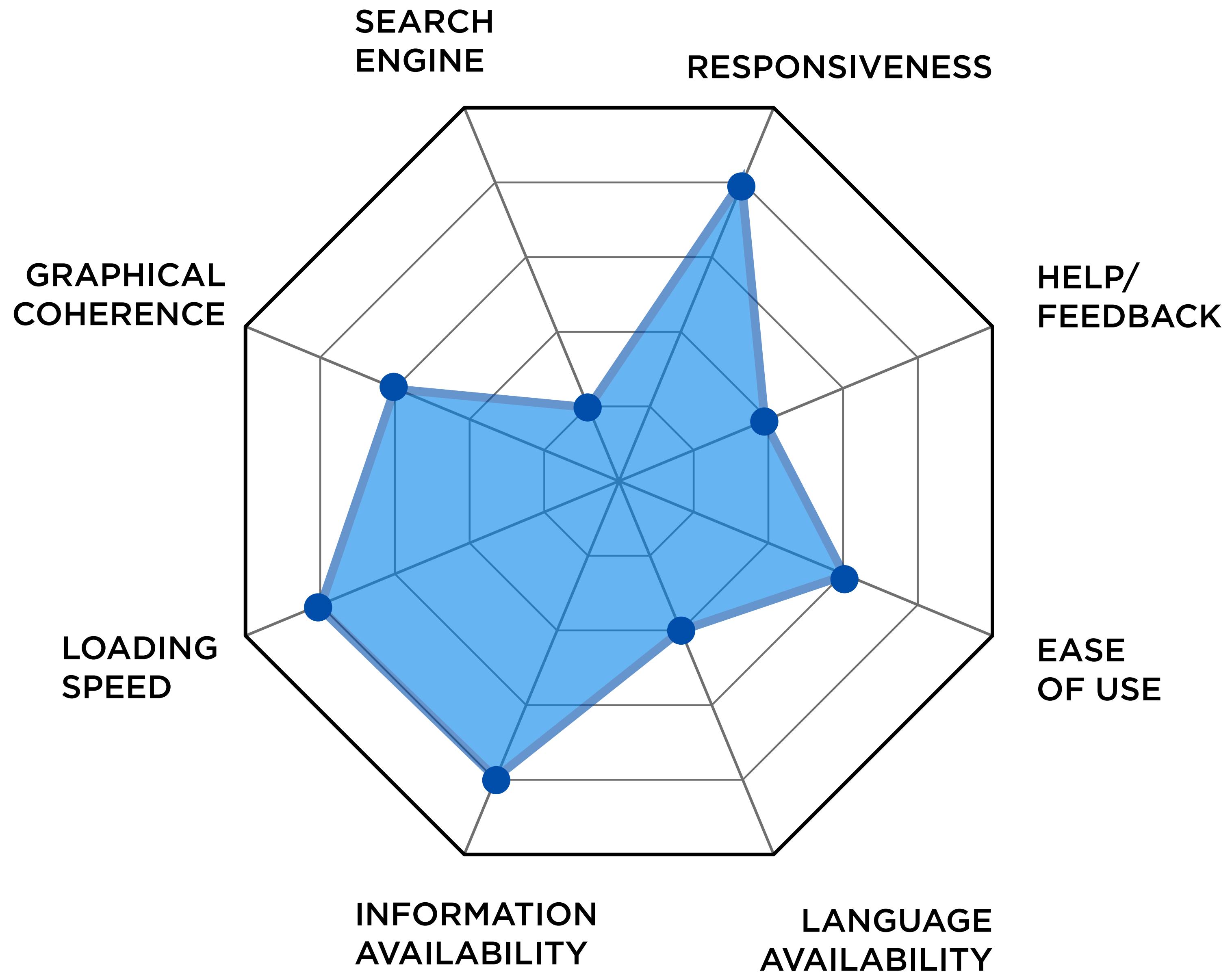
Trenitalia



3 GRAPHICAL COHERENCE
2 SEARCH ENGINE
5 RESPONSIVENESS
2 HELP/FEEDBACK
2 EASE OF USE
4 LANGUAGE AVAILABILITY
3 INFO AVAILABILITY
3 LOADING SPEED

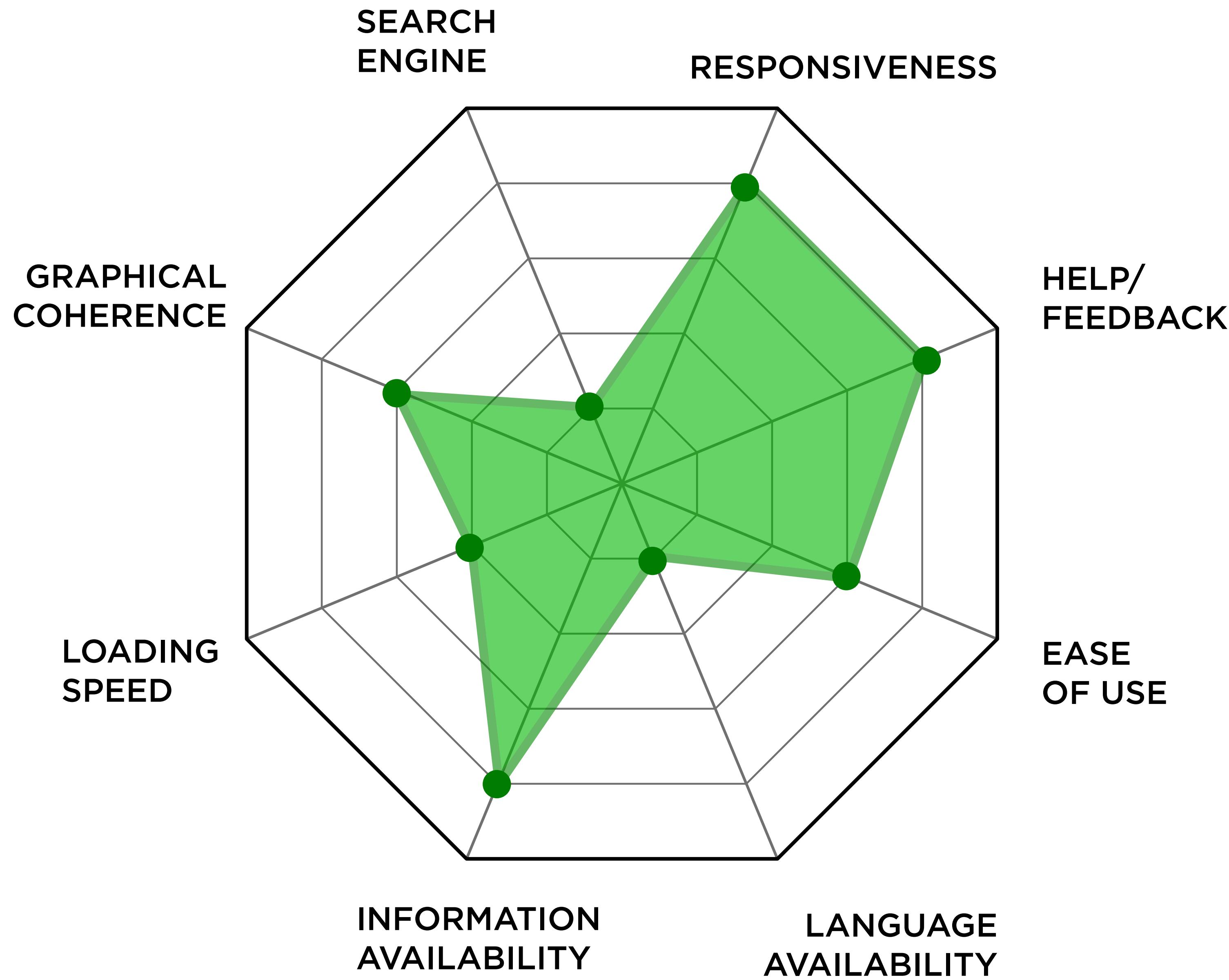
- ✗ There is too much information overload
- ✗ Some services' names can be confusing
- ✓ Mobile version is well designed

Italo



- 3 GRAPHICAL COHERENCE**
- 1 SEARCH ENGINE**
- 4 RESPONSIVENESS**
- 2 HELP/FEEDBACK**
- 3 EASE OF USE**
- 2 LANGUAGE AVAILABILITY**
- 4 INFO AVAILABILITY**
- 4 LOADING SPEED**

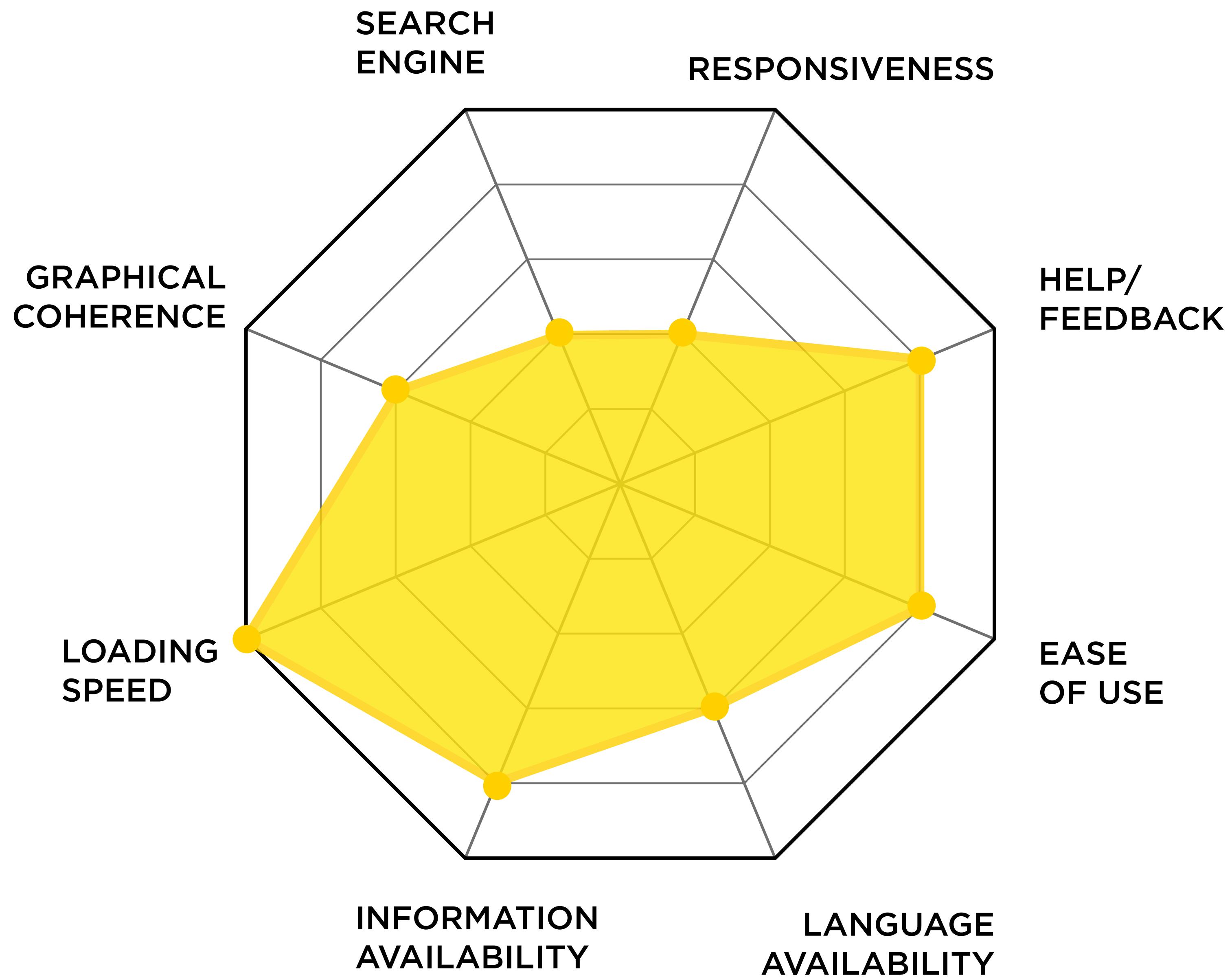
- ✗ There is no search engine
- ✗ Important tasks are hidden in the footer
- ✓ Mobile version is well designed



- 3 GRAPHICAL COHERENCE**
- 1 SEARCH ENGINE**
- 4 RESPONSIVENESS**
- 4 HELP/FEEDBACK**
- 3 EASE OF USE**
- 1 LANGUAGE AVAILABILITY**
- 4 INFO AVAILABILITY**
- 2 LOADING SPEED**

- ✗ There is no search engine
- ✗ Translation of the site is under construction
- ✓ The most important information is available

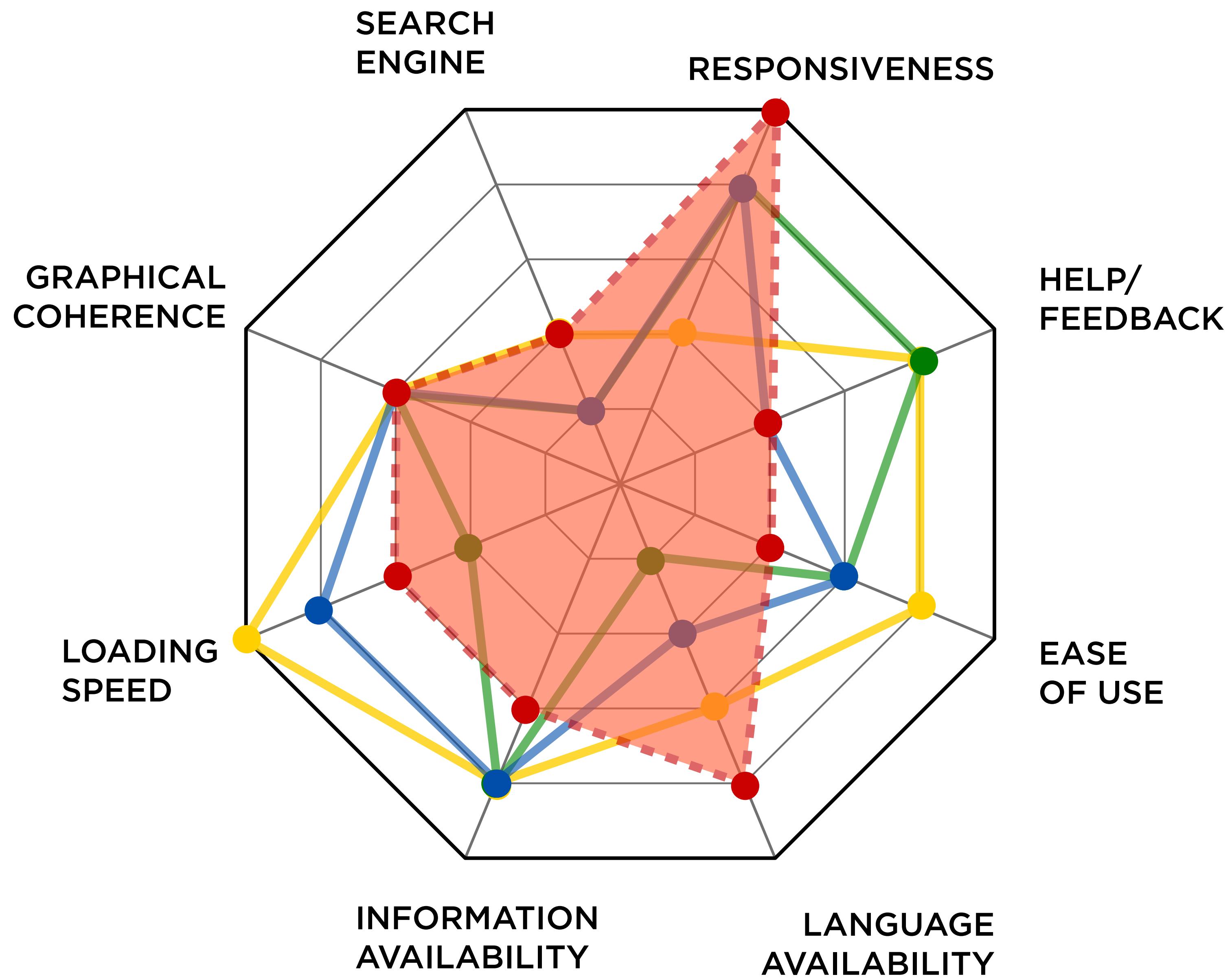
Deutsche Bahn



- 3 GRAPHICAL COHERENCE**
- 2 SEARCH ENGINE**
- 2 RESPONSIVENESS**
- 4 HELP/FEEDBACK**
- 4 EASE OF USE**
- 3 LANGUAGE AVAILABILITY**
- 4 INFO AVAILABILITY**
- 5 LOADING SPEED**

- X Most important pages are not responsive
- X You can't use browser back/forward button
- ✓ While booking, there is a helpful progress bar

Comparison



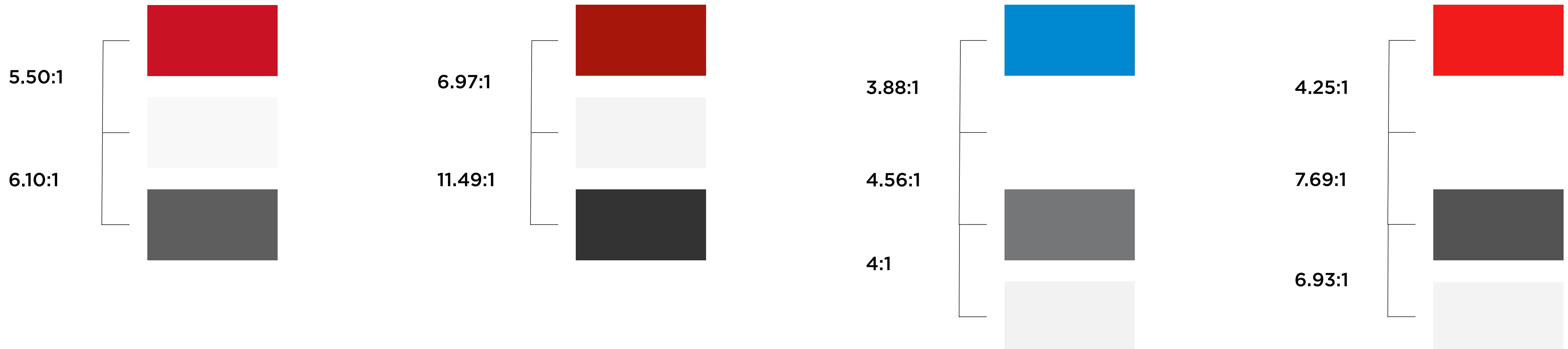
Trenitalia can be improved in:

- Provide the right information when needed
- Give better feedback
- Reduce unuseful content in order to improve the load speed
- Improve on user-friendliness

Index

- 3. General description and competitors
- 6. Personas and tasks
- 14. Selected tasks
- 30. Parameters
- 37. Heuristic analysis**
- 51. Redesign

Color palette and contrast ratio



*For every website,
minimum requirements for readability are respected.*

Color palette and contrast ratio



BUTTON

Link

BUTTON

Link Link

Button

Link

Button

> Link

Lorem ipsum dolor sit amet,
consectetur adipiscing elit.
Donec sit amet mauris
interdum, hendrerit arcu a,
consectetur velit. Nunc a quam
quis diam efficitu

Lorem ipsum dolor sit amet,
consectetur adipiscing elit.
Donec sit amet mauris
interdum, hendrerit arcu a,
consectetur velit. Nunc a quam
quis diam efficitu

Lorem ipsum dolor
sit amet, consectetur
adipiscing elit. Donec sit
amet mauris interdum,
hendrerit arcu a,
consectetur velit. Nunc a
quam quis diam efficitu

Lorem ipsum dolor sit amet,
consectetur adipiscing
elit. Donec sit amet mauris
interdum, hendrerit arcu a,
consectetur velit. Nunc a
quam quis diam efficitu

Booking Analysis

The screenshot shows a promotional banner for 'THE RIGHT OFFER FOR THREE FROM TRENTALIA' with a 'SPECIAL 3X2 OFFER' where 'THREE SEATS AT THE BASE PRICE OF TWO'. Below the banner, there's a search form for 'ALL TRAINS' (selected), 'FRECCE', and 'REGIONAL' services. It includes fields for 'From' and 'To' stations, travel dates (08-03-2018, 17:00), and passenger counts (1 Adult, 0 Children). A 'SEARCH' button is present. At the bottom, there's a note about rounding and seat availability, and links for 'MANAGE TICKET' and 'ADVANCED SEARCH'.

From/To

- Website doesn't locate you
- Results are in italian
- Suggestions are mandatory
- No error prevention

Date and hour

- Date and hour are in different forms

Traveller's

- Information button is useful, but when you click, a new window opens

Booking Analysis

THE RIGHT OFFER FOR THREE FROM TRENTALIA
SPECIAL 3X2 OFFER
THREE SEATS AT THE BASE PRICE OF TWO [MORE INFO](#)

ALL TRAINS | FRECCE | REGIONAL | SUBSCRIPTION & CARNET ▶

● ONE WAY ● RETURN

From: [] To: []

08-03-2018 17:00

08-03-2018 17:00

Adults: 1 | Children: 0

[SEARCH](#) [MANAGE TICKET](#) [ADVANCED SEARCH](#)

*Subject to rounding which could affect the overall price. The offer has limited seat availability and restrictions.

Special 3x2 Offer Leonardo Express to Fiumicino airport

- The difference between “Frecce” and “Regional” is not explained
- One way/Return can be removed
- “Advanced search” redirects you to a similar form. “Subscription & Carnet” redirects to the previous link
- “Search” button should be grayed out until every part of the form is filled. The button is near an advertising.

Booking Analysis

The screenshot shows the Trenitalia booking interface. At the top, there are links for Home Trenitalia, FS News, FSNews Radio, LaFreccia.tv, LaFreccia.mag, Italiano, and a language dropdown. Below that is the Trenitalia logo and navigation links for Assistenza e Contatti and Area riservata. A progress bar at the top indicates steps 1. Nuova ricerca, 2. Scelta viaggio, 3. Dati e pagamento, and 4. Riepilogo. A "Help" button with a question mark icon is also present.

Viaggio di andata

Stazione di partenza: Milano Nord Bovisa | Stazione di arrivo: Bergamo | Data partenza: 23-03-2018 | Orario: 12:00 | Adulti: 1 | Ragazzi: 0 | Aggiorna

Stai visualizzando: Frecce Regionali Principali Soluzioni

Prezzo: 5,50 €

Partenza	Arrivo	Durata	Treno	Prezzo
Milano Nord Bovisa 12:19	Bergamo 13:40	⌚ 1h 21' Cambi: 1 ▾	Regionale 24933 Regionale 10769	
Milano Nord Bovisa 12:49	Bergamo 14:38	⌚ 1h 49' Cambi: 2 ▾	Regionale 24935 Regionale 2069 Regionale 24781	da 5,50 €

Regionale 24935 - da Milano Nord Bovisa a Milano Centrale - Regionale 2069 - da Milano Centrale a Treviglio - Regionale 24781 - da Treviglio a Bergamo

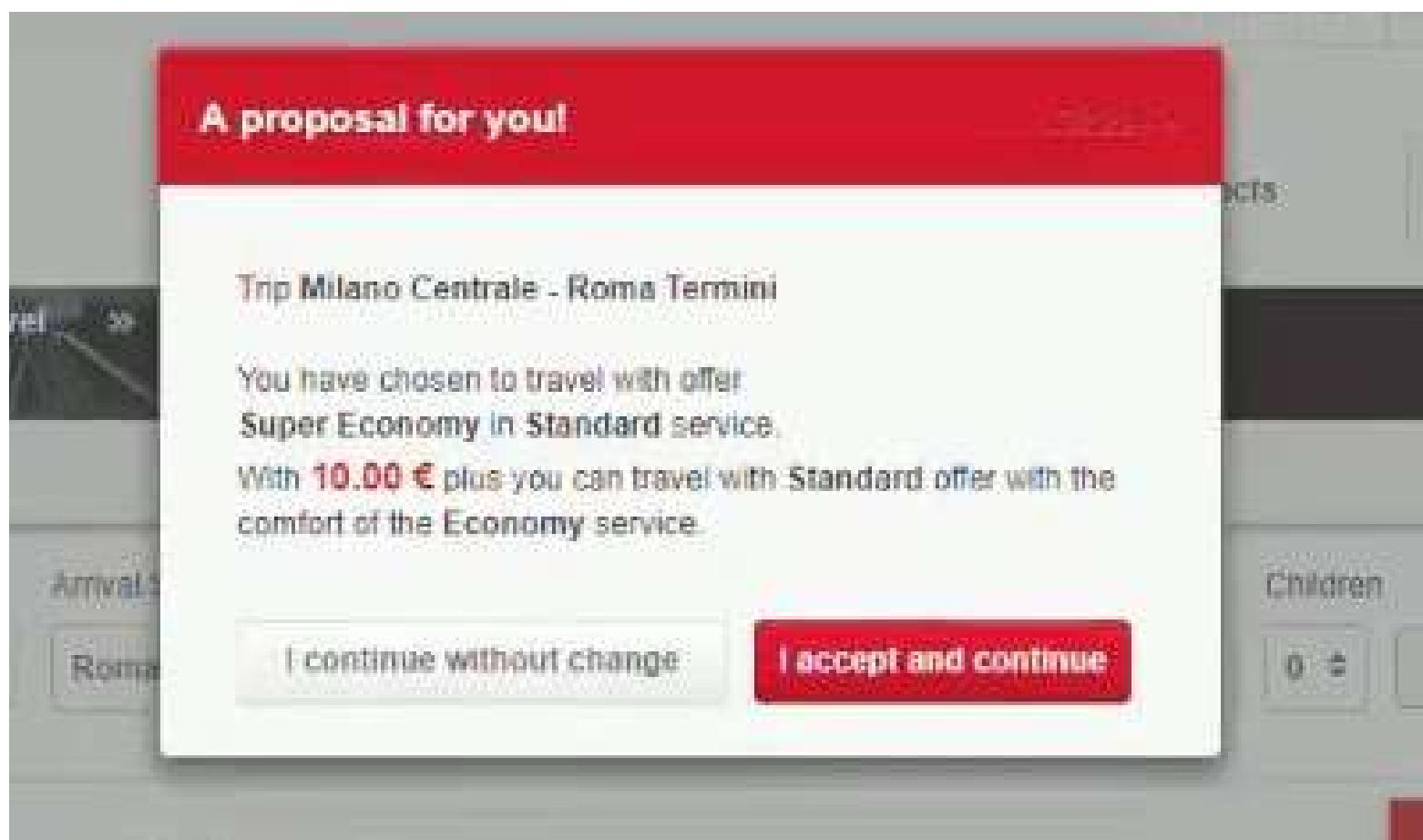
On the top of the page, a new form appears. The graphic style has changed

When you click on the “Help” button, a long .pdf (26 pages) will appear in a new tab

Help/information icons are different, and some of them are not working

All information related to plans and offers are merged together in a new page

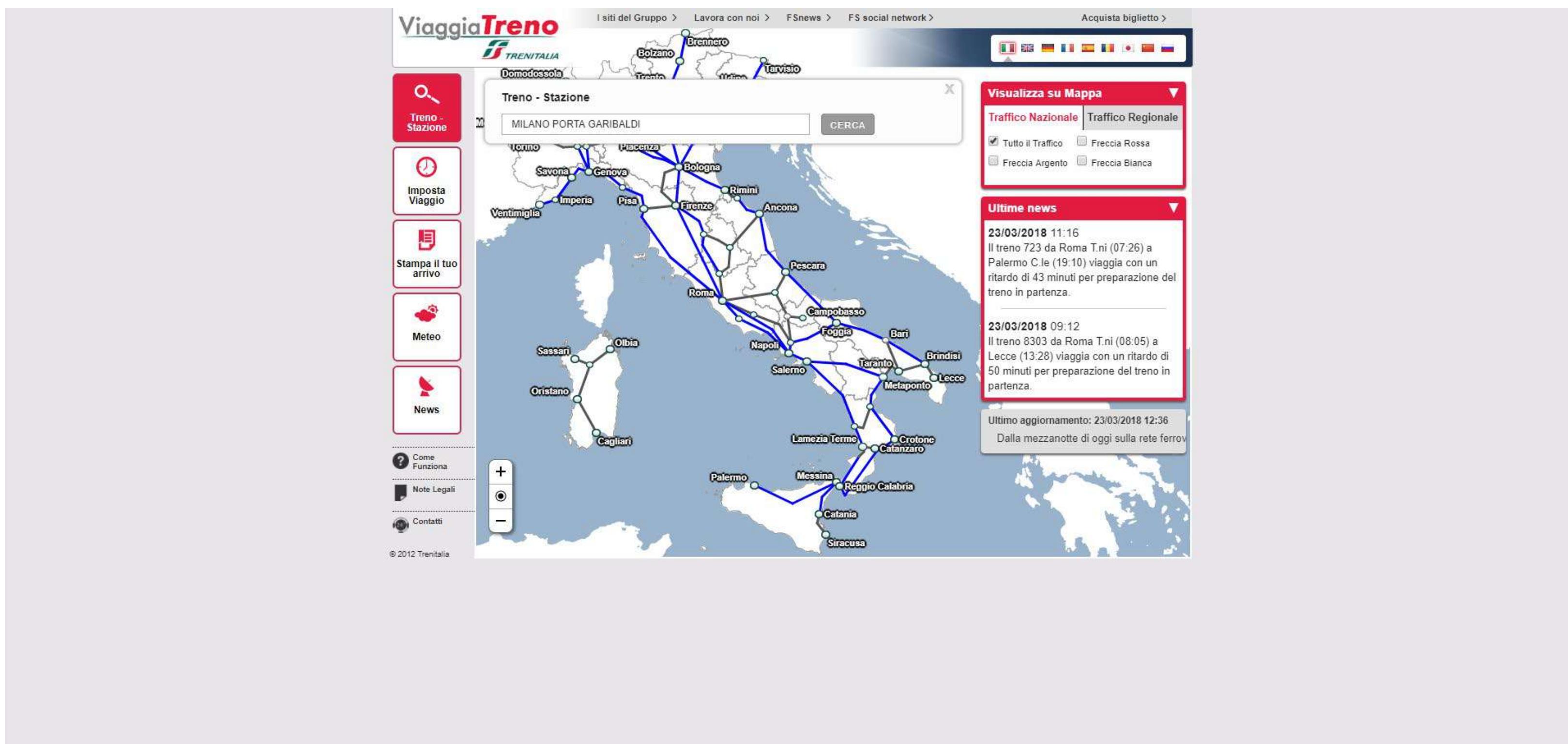
Booking Analysis



Red alert and buttons stand for warnings. Default choice should not be driven only by marketing purposes

After some minutes of inactivity, a help box will appear.

Train Status Analysis



- You won't find a link for "Timetables" or "Viaggiatreno" on the english version of Trenitalia's homepage.
- If you search "Viaggiatreno" in the search box, no results will be shown
- Viaggiatreno is on a new web page, by default in italian.

Train Status Analysis

The screenshot shows the homepage of the ViaggiaTreno website. At the top, there's a navigation bar with links to 'I siti del Gruppo', 'Lavora con noi', 'FSnews', 'FS social network', and 'Acquista biglietto'. Below the navigation is a language selection bar with icons for Italian, English, German, French, Spanish, Portuguese, Dutch, Japanese, and Chinese. On the left side, there's a sidebar with several buttons: 'Treno - Stazione' (selected), 'Imposta Viaggio', 'Stampa il tuo arrivo', 'Meteo', and 'News'. Below these are links to 'Come Funziona', 'Note Legali', and 'Contatti'. A copyright notice at the bottom left says '© 2012 Trenitalia'. The main content area features a map of Italy with major cities labeled. Blue lines represent train routes, with some segments highlighted in red or grey. A search bar at the top left of the map area allows users to enter a station name ('MILANO PORTA GARIBALDI') and click 'CERCA'. To the right of the map is a sidebar titled 'Visualizza su Mappa' with tabs for 'Traffico Nazionale' (selected) and 'Traffico Regionale'. It includes checkboxes for 'Tutto il Traffico' (checked), 'Freccia Rossa', 'Freccia Argento', and 'Freccia Bianca'. Below this is a section titled 'Ultime news' containing two news items:

- 23/03/2018 11:16
Il treno 723 da Roma T.ni (07:26) a Palermo C.le (19:10) viaggia con un ritardo di 43 minuti per preparazione del treno in partenza.
- 23/03/2018 09:12
Il treno 8303 da Roma T.ni (08:05) a Lecce (13:28) viaggia con un ritardo di 50 minuti per preparazione del treno in partenza.

At the bottom of the sidebar, it says 'Ultimo aggiornamento: 23/03/2018 12:36' and 'Dalla mezzanotte di oggi sulla rete ferrov'.

- The container should fit the entire page
- The map only shows a couple of connections that are not usable
- Weather is not visible on the map and is mixed with connections
- News is not related to your train or station

Train Status Analysis

The screenshot shows the homepage of the ViaggiaTreno website. At the top, there's a navigation bar with links to 'I siti del Gruppo', 'Lavora con noi', 'FSnews', 'FS social network', and 'Acquista biglietto'. Below the navigation is a language selection bar with icons for Italian, English, German, French, Spanish, Dutch, Japanese, and Chinese. On the left side, there's a sidebar with several buttons: 'Treno - Stazione' (highlighted in red), 'Imposta Viaggio', 'Stampa il tuo arrivo', 'Meteo', 'News', 'Come Funziona', 'Note Legali', and 'Contatti'. The main content area features a map of Italy with a dense network of blue lines representing train routes. A search bar at the top left of the map area says 'MILANO PORTA GARIBALDI' and has a 'CERCA' button. To the right of the map is a 'Visualizza su Mappa' section with tabs for 'Traffico Nazionale' (selected) and 'Traffico Regionale'. It includes checkboxes for 'Tutto il Traffico' (checked), 'Freccia Rossa', 'Freccia Argento', and 'Freccia Bianca'. Below this is a 'Ultime news' section with two entries:

- 23/03/2018 11:16
Il treno 723 da Roma T.ni (07:26) a Palermo C.le (19:10) viaggia con un ritardo di 43 minuti per preparazione del treno in partenza.
- 23/03/2018 09:12
Il treno 8303 da Roma T.ni (08:05) a Lecce (13:28) viaggia con un ritardo di 50 minuti per preparazione del treno in partenza.

At the bottom left of the map area, it says 'Ultimo aggiornamento: 23/03/2018 12:36' and 'Dalla mezzanotte di oggi sulla rete ferrov'.

- "Search by train" and "Search by station" can be merged
- There are no smart suggestions or errors prevention
- A good thing is that "Search" button is grayed out

Train Status Analysis

The screenshot shows the ViaggiaTreno website interface for Milan Central Station (Milano Centrale). The left sidebar contains links for search, travel setup, printing arrival, weather, news, how it works, legal notes, and contacts. The main content area displays two tables: 'PARTENZE' (Departures) and 'ARRIVI' (Arrivals). The 'PARTENZE' table lists five trains departing from Milan to various destinations like Napoli, Torino, and Bergamo. The 'ARRIVI' table lists five trains arriving at Milan from destinations like Torino, Livorno, and Venezia. Each row in the tables includes train number, destination, departure/arrival time, scheduled/actual binoculars, orientation, and delay status (green dot for on-time, yellow dot for late).

PARTENZE						
Treno	Per	Delle ore	Bin. previsto	Bin. reale	Orientamento	Ritardo
ES* FR 9651	NAPOLI CENTRALE	18:00	21	20	Executive in testa	● in orario
ES* FR 9638	TORINO P.NUOVA	18:05	11	6	Executive in coda	● in orario
IC 1579	LIVORNO CENTRALE	18:05	15	15	--	non partito
REG 2631	BERGAMO	18:05	13	13	--	non partito
ES* FR 9742	TORINO P.NUOVA	18:10	5	5	Executive in testa	● in orario

ARRIVI						
Treno	Da	Delle ore	Bin. previsto	Bin. reale	Orientamento	Ritardo
REG 2023	TORINO P.NUOVA	17:46	4	4	--	● in orario
IC 1574	LIVORNO CENTRALE	17:50	20	18	--	● ritardo 14 min.
REG 2630	BERGAMO	17:50	13	13	--	● ritardo 10 min.
EC 10	VENEZIA S. LUCIA	17:55	8	8	--	● ritardo 9 min.
ES* FR 9638	ROMA TERMINI	17:55	11	6	Executive in testa	● in orario

- Departures and arrivals can be reorganized into vertical boxes
- The city map is useless because you can't print it or search anything

Change a ticket Analysis

Manage your ticket

To manage your purchase **you can log into your area**, go to **Purchased Travel** and visualise the journey you wish to modify.

Alternatively, you can manage your ticket by using the following form, filling in with the PNR and the email used for the purchase.

If you bought your ticket without being registered, you can retrieve your ticket filling in your name, surname and **Code for retrieving the purchase (CRA)** that appears on the post -payment page.



I have the PNR/Ticket code I purchased without registration

Email:

PNR/Ticket code:

Search



According to the fare you bought, you can avail of the following online services:

- change your booking
- manage your ticket
- request a refund
- request compensation for delay
- add or void passengers on your journey

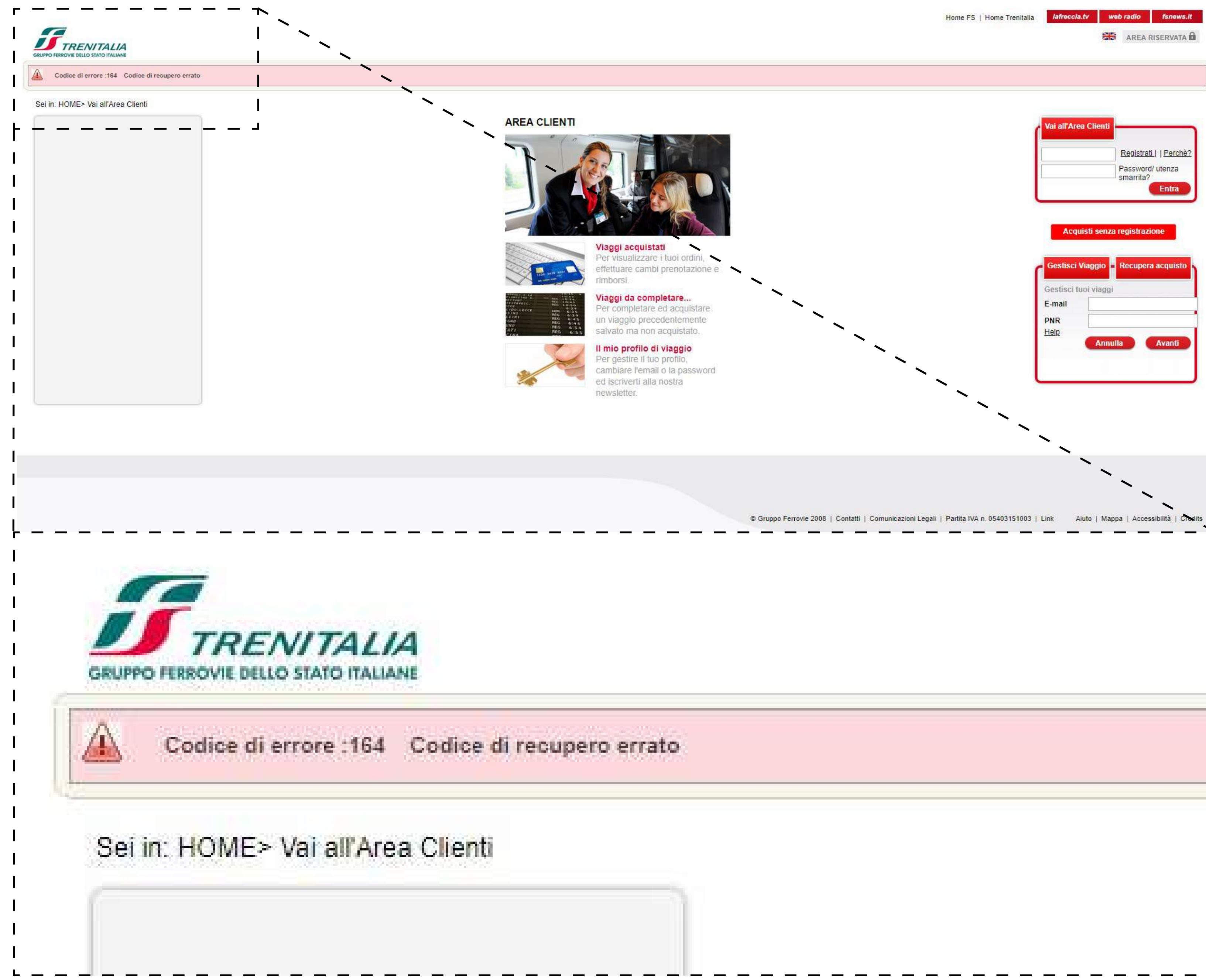
- “Manage ticket” is easy to find on the homepage

- No help to understand what “PNR/Recovery Code” is and where to find it.

- Search button should be grayed out until all forms are filled

- There is no realtime feedback or error prevention

Change a ticket Analysis



- A new page is opened
- No error handling
- If you type the wrong code, you must start again because your information is not stored

Index

- 3. General description and competitors
- 6. Personas and tasks
- 14. Selected tasks
- 30. Parameters
- 37. Heuristic Analysis
- 51. Redesign**

About the redesign

TRENITALIA'S REDESIGN

- After we began the redesign part, Trenitalia's website changed.
- Some usability errors that we found have already been fixed.
- For this reason, in the redesign, we considered the old version of the site.

About the redesign

OLD VERSION

The screenshot shows the Trenitalia website from an older version. The top navigation bar includes links for 'Società del Gruppo', 'Lavora con noi', 'FSnews', 'FS Social network', 'Condizioni di trasporto', 'Agenzie', 'FAQ', 'FSNews Radio', 'La Freccia.tv', 'La Freccia.mag', and 'Italiano'. Below the navigation is a search bar and a 'Cerca' button. A large banner on the left features an ostrich and the text 'VAI COME UN TRENO E SCOPRI LA NATURA.' with a 'ZOOM' logo. The main search form allows users to enter departure ('Da') and arrival ('A') stations, travel dates ('Andata' and 'Ritorno'), and passenger counts ('Adulti' and 'Ragazzi'). Below the search form are several promotional banners for regional travel, including 'LIGURIA DA VEDERE E RIVEDERE', 'VIVI LA PASSIONE CAMPIONATI DEL MONDO PATTINAGGIO DI FIGURA', 'PIEMONTE BARDONECCHIA HOLIDAY', 'SARDEGNA DA ELMAS A CAQUARI O SALI VERSO OLbia E PORTO TORRES', and 'VIAGGI CON TRENTITALIA E MAGGIORI'. At the bottom, there are sections for 'Prima del viaggio', 'Durante il viaggio', 'Dopo il viaggio', and 'Customer service'.

CURRENT VERSION

The screenshot shows the Trenitalia website from a current version. The top navigation bar includes links for 'Siti del gruppo', 'Lavora con noi', 'Modifica biglietto', 'Aziende', 'CartaRegalo', 'Supporto', 'Area riservata', and 'Cerca'. A large banner on the right features a beach scene and the text 'CON CARTAREGALO FAI VIAGGIARE IN TUTTA ITALIA SUBITO UN BUONO DI 20€ PER I TUOI PROSSIMI VIAGGI'. Below the banner is a promotional offer for a Carta Regalo worth 100€. The main search form is similar to the old version, with fields for 'Da' and 'A', travel dates, and passenger counts. To the right of the search form is a section titled 'LE NOSTRE OFFERTE' featuring a 'VACONUNSTOP LIVE' poster and a 'SCOPRI LA RIVIERA ROMAGNOLA CON I TRENI I REGIONALI' poster. At the bottom, there is a 'ACQUISTO RAPIDO' section with price tables for various routes like Roma-Venezia, Milano-Venezia, Roma-Firenze, and Roma-Milano, along with a 'SCOPRI LA RIVIERA DI PONENTE LIGURE' banner and a 'BIOPARCO ZOOM' banner.

Redesign - Homepage

Società del Gruppo | Lavora con noi | FS News | FS Social network | Condizioni di trasporto | Agenzie | FAQ | [Prenota biglietto](#) | La Frecciarossa | La Freccia mag | [Italiano](#)

TRENITALIA GRUPPO FERROVIE DELLO STATO ITALIANO

VAI COME UN TRENO E SCOPRI LA NATURA. SCONTO ALL'INGRESSO PER CHI RAGGIUNGE PISCINA DI PINEROLO IN TRENO. [SCOPRI DI PIÙ >](#)

ZOOM SCOPRI DI PIÙ >

PRINCIPALI SOLUZIONI FRECCIE REGIONALI ABBONAMENTI E CARNET >

ULTIME RICERCHE: Da Milano Nord Bovisa a Bergamo SOLO ANDATA ANDATA E RITORNO Adulti 1 Haggazi 0 CERCA

MODIFICA BIGLIETTO ALTRE OPPORTUNITÀ STAZIONI Funzionamento sistema orario ZOOMTORINO.IT

Vonciano30 Biossone Zoom CartoRegalo Pasqua Leonardo express Speciale 2x1 Sabato

LIGURIA DA VEDERE E RIVEDERE SCOPRI LE 5 TERRE CON I TRENI REGIONALI ANCHE IN INVERNO

VIVI LA PASSIONE CAMPIONATI DEL MONDO PATINAGGIO DI FIGURA 21-25 MARCH 2018 mediasportforum -30% SU VIAGGI A/R PER MILANO CON FRECCIE E INTERCITY

PIEMONTE BARDONECCHIA DA VEDERE E RIVEDERE BARDONECCHIA IN TRENO COSTA MENO SCOPRI 10% SKIPASS

SARDEGNA DA EIMAS A CAGUARI O SALI VERSO OLbia E PORTO TORRES IL TUO VIAGGIO IN SARDEGNA PROSEGUE CON IL TRENO

VIAGGIA CON TRENITALIA E MAGGIORE NOLEGGIA UN AUTO A PARTIRE DA 30€ PER UN GIORNO

Prima del viaggio Durante il viaggio Dopo il viaggio Customer service

- Guida all'acquisto online
- Le nostre offerte
- Parcheggio auto
- Idee di viaggio
- Viaggi per i gruppi
- Persone a mobilità ridotta
- Ristorazione a bordo
- Portale di intrattenimento
- Viaggietreno
- Accompannamento ragazzi
- Trasporto animali domestici
- Bili al seguito
- Noleggio auto
- Conciliazione
- Modifica il biglietto
- Assistenza e contatti
- FAQ
- I guida del viaggiatore
- Collegamenti per aeroporto

CARTAFRECCIA Ogni viaggio è un vantaggio! Richiedila subito e usa per i tuoi acquisti. CartaFRECCIA è anche una carta prepagata e ti offre tanti vantaggi!

nexi **UNICA** **UNICA VENETO** una card più servizi Scopri la nuova card multiservizi di Trenitalia

Modifiche programmate Per selezionare un particolare periodo inserire le date Dal* Al* Cerca

Treni con ritardi verificati gli ultimi tre giorni, indipendentemente dalla linea Treni con possibili ritardi per effetto di concorrenza

Viaggio Treno In caso di sciopero Consulta il programma di circolazione Treni Nazionali Cerca

Apri ▾ Mappa | Accessibilità

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TRENITALIA **ADV**

PRICES **SERVICES** **INFORMATION**

FROM TO ADULTS CHILDREN SEARCH

AQUISTO RAPIDO **NEWS** **VIAGGIATRENO**

OFFER **OFFER** **OFFER**

Before Travel **During Travel** **After Travel** **Customer Services**

Useful Links

CONTACTS | SITEMAP | PRIVACY & LEGAL NOTES

VAT, Phone: 155.1902.111.111

Group Companies Work with us FS Social Network

TRENITALIA GRUPPO FERROVIE DELLO STATO

Prices & Offers **Services** **Information & Contacts**

TRA ROMA E MILANO PIÙ FRECCIAROSSA DALL'ALBA A MEZZANOTTE Tutti i giorni con partenza anche alle ore 21:00

From: 05/07/2018 Adults 1 To: 05/07/2018 Kids 1 Manage ticket Subscription & Carnet SEARCH

FAST BOOKING Adults 1 05/07/2018

ROMA - MILANO	da € 19,90	VAI
ROMA - VENEZIA	da € 19,90	VAI
FIRENZE - VENEZIA	da € 14,90	VAI
BOLOGNA - VENEZIA	da € 29,90	VAI

Prezzi dell'offerta Supereconomy, soggetto a limitazioni.

NEWS Strike on Bovisa: lorem ipsum dolor sit amet. Lorem ipsum: lorem ipsum dolor sit amet. Dolor sit et: lorem ipsum dolor sit amet. Lorem ipsum: lorem ipsum dolor sit amet.

VIAGGIATRENO From: To: 05/07/2018 SEARCH

ACQUARIO DI GENOVA SCONTO DI 5€ SUL PREZZO DI INGRESSO BIOPARCO ZOOM SCONTO ALL'INGRESSO PER I CLIENTI REGIONALI PARCO VALENTINO SALONE AUTO TORINO 6-10 GIUGNO 2018 -30% SU FRECCIE E IC OLTRE 130 TRENI REGIONALI

Before travelling **During travelling** **After travelling** Customer Service

- Group travel
- Our offers
- Luggage transport
- Transport of pets
- Rental with driver
- WiFi on board
- Services to the airport
- Conciliazione
- Manage your ticket
- Compensation for delays
- Our call centers

RENT A CAR FROM JUST 30 EURO A DAY! Travel with Trenitalia and Maggiore

Useful links Contacts Sitemap Privacy and legal notes © Gruppo FS Italiane 2018 P.IVA 05403151003 assistenza@trenitalia.com +39 89 20 21

Redesign - Homepage - Header

OLD LAYOUT

The screenshot shows the top navigation bar of the Trenitalia website. It includes links for the Group Society, Work with us, FSnews, FS Social network, Transport conditions, Agencies, FAQ, FSNews Radio, La Freccia.tv, La Freccia.mag, and a language switcher for Italiano. Below the main logo, there are links for modifying a ticket, assistance, and chat. A red navigation bar contains links for Offers and services, Le Frecce, Other trains, Regional transport, CartaFRECCIA, Information and assistance, and a search bar. The main banner features a hedgehog and a train, with text encouraging travel by train to discover nature.

Società del Gruppo Lavora con noi FSnews FS Social network Condizioni di trasporto Agenzie FAQ FSNews Radio La Freccia.tv La Freccia.mag Italiano

TRENITALIA GRUPPO FERROVIE DELLO STATO ITALIANE Modifica il biglietto | Assistenza e Contatti | Chat |

BUSITALIA FAST CARTAREGALO AREA AZIENDE AREA RISERVATA

Offerte e servizi ▾ Le Frecce ▾ Altri treni ▾ Trasporto regionale ▾ CartaFRECCIA ▾ Informazioni e assistenza ▾ Cerca

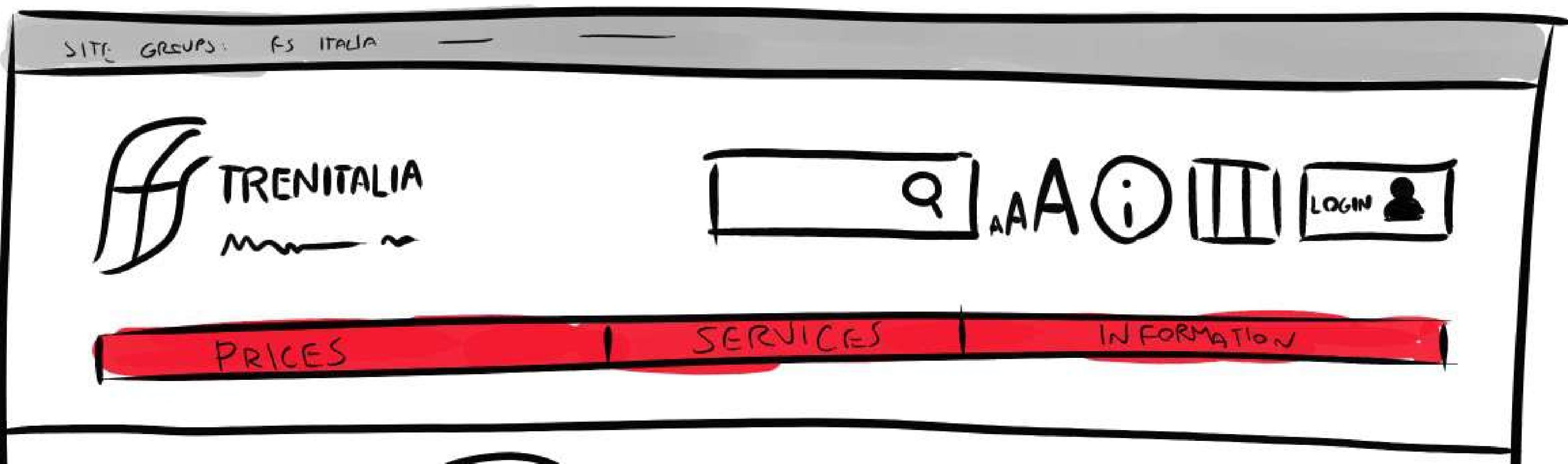
VAI COME UN TRENO E SCOPRI LA NATURA.

SCONTO ALL'INGRESSO PER CHI RAGGIUNGE PISCINA DI PINEROLO IN TRENO

ZOO SCOPRI DI PIÙ ▾

Links are divided into 3 rows. Some links can be moved in the page.

Redesign - Homepage - Header



The screenshot shows the official Trenitalia homepage header. It features the Trenitalia logo ("TRENITALIA GRUPPO FERROVIE DELLO STATO") on the left. On the right is a search bar with a magnifying glass icon, followed by three circular icons labeled "AAA", "i", and "III", and a "Login" button with a user icon. Below the header is a red navigation bar with three tabs: "Prices & Offers", "Services", and "Information & Contacts". A large banner at the bottom features a sunset over St. Peter's Basilica in Rome and the Milan Cathedral, with the text "TRA ROMA E MILANO PIÙ FRECCIAROSSA DAL'ALBA A MEZZANOTTE".

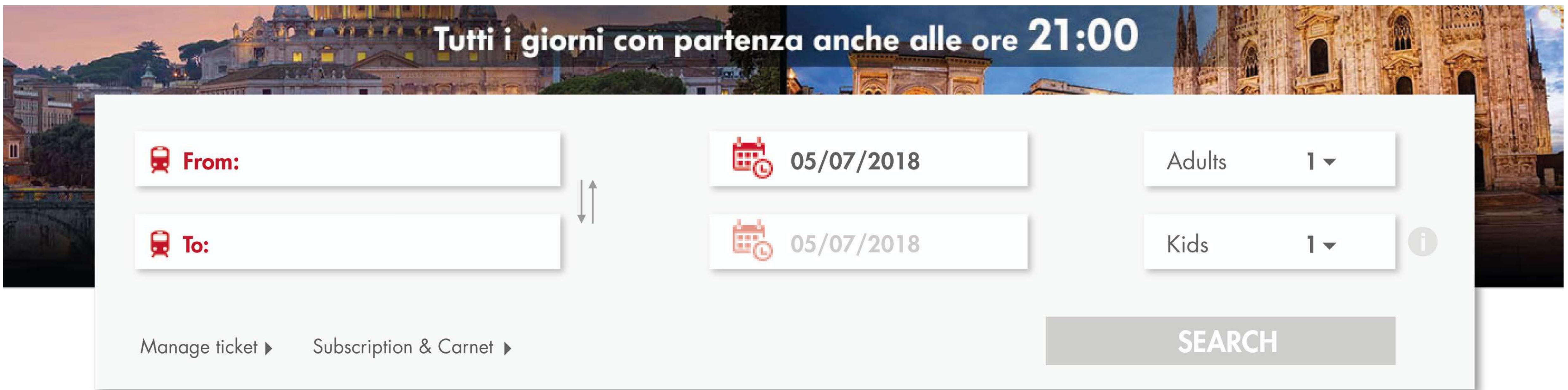
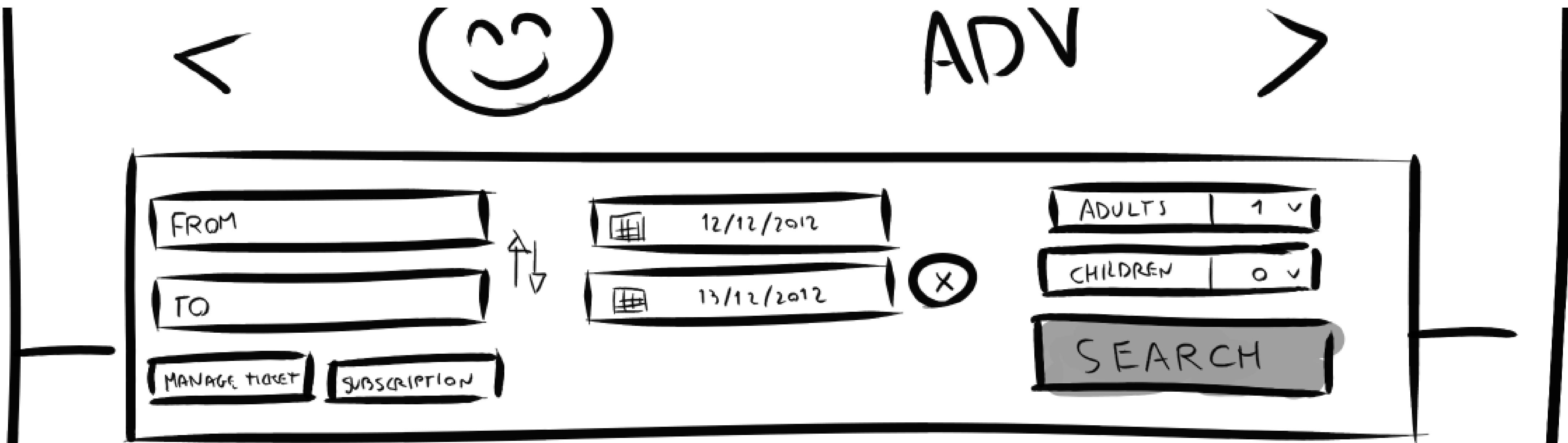
Redesign - Homepage - Form

OLD LAYOUT

The image shows the old layout of a train ticket search form. At the top, there is a promotional banner with the text "SCONTO ALL'INGRESSO PER CHI RAGGIUNGE PISCINA DI PINEROLO IN TRENO" and a "SCOPRI DI PIÙ" button. Below the banner, there are navigation tabs: "PRINCIPALI SOLUZIONI" (highlighted), "FRECCE", "REGIONALI", and "ABBONAMENTI E CARNET". The main search area has fields for departure ("Da") and arrival ("A") stations, both with dropdown menus. There are also fields for travel type ("SOLO ANDATA" or "ANDATA E RITORNO"), travel dates ("Andata" and "Ritorno" with calendar icons), and passenger counts ("Adulti" and "Ragazzi" with dropdown menus). Below the search area are buttons for "MODIFICA BIGLIETTO" and "ALTRIE OPZIONI/STAZIONI", and a link for "Funzionamento sistema orario". A large red "CERCA" button is at the bottom right. The footer features links to "Venezia30", "Bioparco Zoom", "CartaRedalo Pasqua", "Leonardo express", and "Speciale 2x1 Sabato".

Some button/link can be removed or aligned into the box

Redesign - Homepage - Form



Redesign - Homepage - Important links



The redesigned homepage components are:

- FAST BOOKING**:
 - Adults: 1 ▾ Date: 05/07/2018
 - ROMA - MILANO da € 19,90 VAI
 - ROMA - VENEZIA da € 19,90 VAI
 - FIRENZE - VENEZIA da € 14,90 VAI
 - BOLOGNA - VENEZIA da € 29,90 VAI
- NEWS**:
 - Strike on Bovisa:** lorem ipsum dolor sit
 - Lorem ipsum:** lorem ipsum dolor sit amet
 - Dolor sit et:** lorem ipsum dolor sit amet
 - Lorem ipsum:** lorem ipsum dolor sit amet
- VIAGGIATRENO**:
 - From: (with train icon)
 - To: (with train icon)
 - Date: 05/07/2018 (with calendar icon)
 - SEARCH button

Prezzi dell'offerta Supereconomy, soggetta a limitazioni.

Redesign - Homepage - Footer

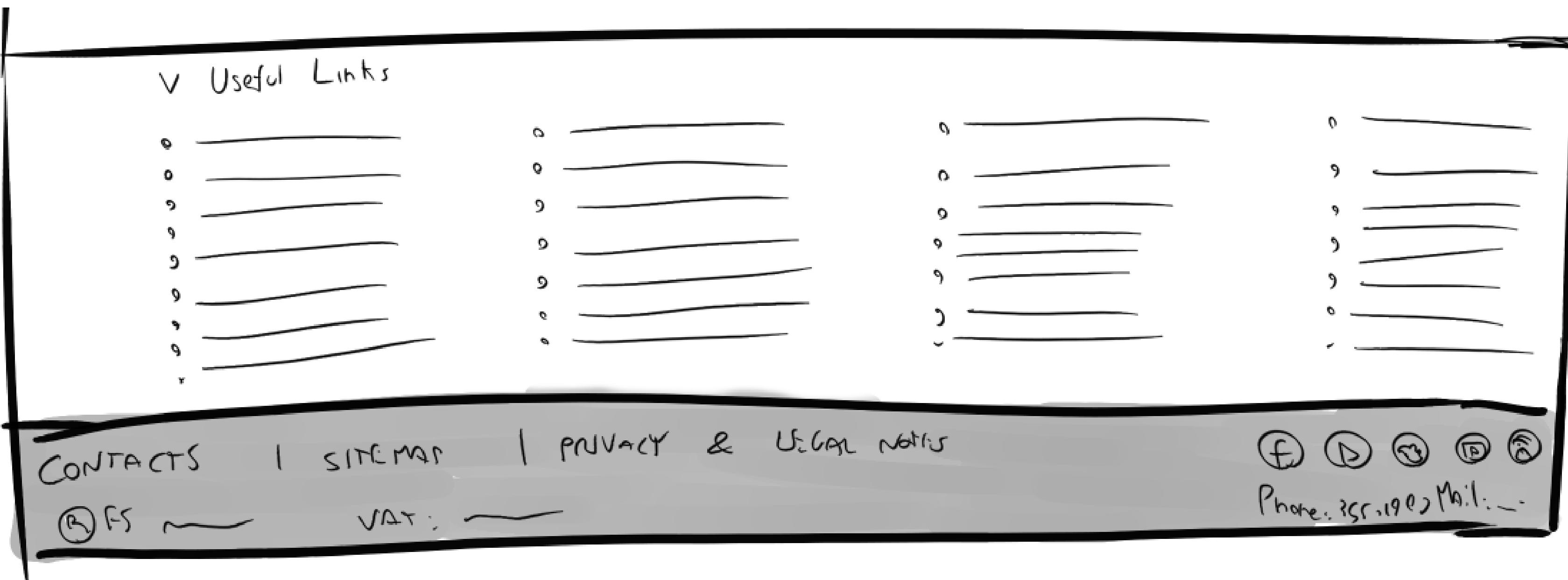
OLD LAYOUT

The screenshot displays the old Trenitalia homepage layout. At the top, there's a banner with the text "Scopri la nuova carta multiscopio Trenitalia". Below it, the main content area is organized into several sections:

- Modifiche programmate**: A section for planned changes with a note to select a period and input fields for "Dal*" and "Al*", followed by a red "Cerca" button.
- Viaggia Treno**: A section for train travel with a note about following real-time progress and punctuality, featuring a red "Vai" button.
- In caso di sciopero**: A section for strikes with a note about circulation programs, a dropdown menu for "Treni Nazionali", and a red "Vai" button.
- Linea Napoli - Salerno, convenzionale: furto materiale tecnico fra Nocera Inferiore e Torre Annunziata Centrale, traffico riattivato - Aggiornamento ore 11.40**: A large red-highlighted box containing a bolded disruption notice, the date "23 marzo - ore 10:52", and a link "Vai all'infomobilità ▶".
- Linea Napoli - Salerno, convenzionale: furto materiale tecnico fra Nocera Inferiore e Torre Annunziata Centrale, traffico riattivato - Aggiornamento ore 11.40**: A red-highlighted box containing the same disruption notice, the date "23 marzo - ore 09:41", and a link "Vai all'infomobilità ▶".

The screenshot shows the footer navigation bar of the old Trenitalia website. It includes links for "Trenitalia", "Apri ↑", "Mappa", and "Accessibilità". Below the footer, there's a copyright notice: "© Gruppo FS Italiane 2015 | Contatti | Note legali | Cookie | Partita Iva 05403151003 | Condizioni di trasporto".

Redesign - Homepage - Footer



Useful links ▾

Purchase Postoclick Mobile ticketing Online invoicing Ticketless Online purchase guide Regional tickets online Agencies and ticket offices in Italy Agencies and ticket offices abroad	Our offers Offers Hotel booking Travelling in groups	Services Luggage transport Disabled passengers Travelling with your bike Travelling with your pet Transfers between airports	Frecce Frecciarossa Frecciargento Frecciabianca Night&AV offer
International offers Interrail Family Special			

Contacts | **Sitemap** | **Privacy and legal notes**

® Gruppo FS Italiane 2018 P.IVA 05403151003

assistenza@trenitalia.com +39 89 20 21

Redesign - Booking

Home Trenitalia > FS News >

FNews Radio LaFreccia.it LaFreccia.mag Italiano

TRENITALIA GRUPPO FERROVIE DELLO STATO ITALIANE

Assistenza e Contatti Area riservata

1. Nuova ricerca 2. Scelta viaggio 3. Dati e pagamento 4. Riepilogo Help ?

Viaggio

Stazione di partenza: Milano Centrale Stazione di arrivo: Bergamo Data partenza: 08-03-2018 Orario: 17:00 Adulti: 1 Ragazzi: 0 Aggiorna

0,00

Viaggi visualizzando: Freccce Regionali Principali Soluzioni

Partenza	Arrivo	Durata	Treno	Prezzo
Milano Centrale 17:05	Bergamo 17:53	0h 48'	Regionale 2629	0,00
Milano Centrale 17:25	Bergamo 18:25	0h 10'	Regionale 2077	0,00
Milano Centrale 17:28	Bergamo 18:40	0h 12'	Eurocity 22	0,00
Milano Centrale 18:05	Bergamo 18:53	0h 48'	Regionale 2631	5,50 €
Milano Centrale 18:25	Bergamo 19:40	0h 15'	Eurocity 10	14,50 €
Milano Centrale 18:30	Bergamo 19:25	0h 55'	Regionale Veloce 3971	5,50 €
Milano Centrale 19:05	Bergamo 19:53	0h 48'	Regionale 2633	5,50 €
Milano Centrale 19:25	Bergamo 20:40	0h 15'	Eurocity 24	14,50 €
Milano Centrale 19:30	Bergamo 20:23	0h 53'	Regionale 2167	5,50 €
Milano Centrale 20:05	Bergamo 20:53	0h 48'	Regionale 2635	5,50 €

Soluzioni successive > Stampa

Nuova ricerca

Nota sui prezzi: l'importo si riferisce al totale dei passeggeri
* La soluzione si riferisce al giorno successivo

Trenitalia

© Gruppo Ferrovie 2013 | Contatti | Note Legali | Cookie | Partita IVA 06359501001 | Condizioni di trasporto | Numero unico nazionale | Mappa | Accessibilità

SITE GROUPS FS ITALIA

TRENITALIA

NEW SEARCH TRAVEL CHOICE PAYMENT PAYMENT SUM UP

Milano Centrale - Roma 5 P.M. - 11 P.M. 17/06/2018 Adults 2

MAIN SOLUTIONS FRECCE REGIONALI

DEPARTURE	ARRIVALS	TRAIN	PRICE
ROMA 15:30	NAPOLI 18:30	3:00	Frecciarossa 35 €
		—	47 €
BERGAMO 16:00	NAPOLI 19:00	3:00	92 €
		—	—

STANDARD	Premium	Business	Executive
BASE	3,50	4	7
ECONOMY	8	9,50	13,30

CONTINUE

CONTACTS SITEMAP PRIVACY & LEGAL NOTES

VAT

Phone: +39 02 1961...
Email: assistenza@trenitalia.co

Group Companies Work with us FS Social Network

TRENITALIA GRUPPO FERROVIE DELLO STATO ITALIANE

New search Travel choice Payment and data Sum up

Milano Centrale - Roma 5 P.M. - 11 P.M. 17/06/2018 Adults 2

Main solutions Frecce Regionali

DEPARTURE	ARRIVAL	DURATION	TRAIN	PRICE
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 42,50 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 22,50 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 22,50 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 25,59 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 35,90 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 25,59 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 35,90 €

CONTINUE

SERVIZIO OFFERTA Standard Premium Business Salottino Business Area silenzio Business Executive

Base 22,50 € 22,50 € Esaurito 22,50 € Esaurito 22,50 €

Economy 22,50 € 22,50 € 22,50 € 22,50 € 22,50 €

SuperEconomy 22,50 € 22,50 € 22,50 € 22,50 € 22,50 €

CONTINUE

Contacts Sitemap Privacy and legal notes

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f t in s m g

assistenza@trenitalia.co +39 89 20 21

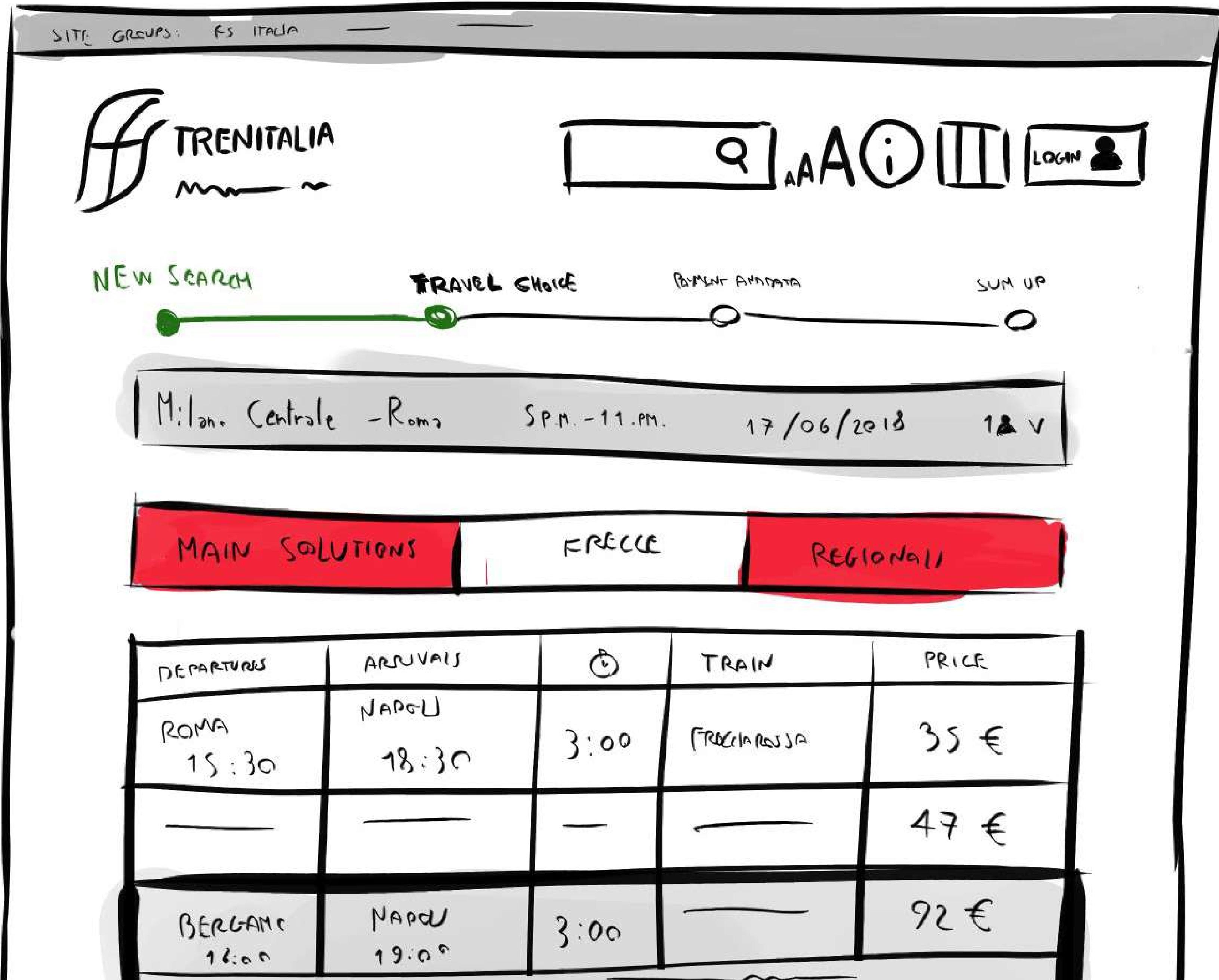
Redesign - Booking - Form and trains

OLD LAYOUT

The screenshot shows the old Trenitalia booking interface. At the top, there's a navigation bar with links to Home Trenitalia, FS News, FSNews Radio, LaFreccia.tv, LaFreccia.mag, Italiano, and a language dropdown. Below the navigation is the Trenitalia logo. On the right side, there are links for Assistenza e Contatti and Area riservata. A progress bar at the top indicates the user is on step 2 of 4: "Scelta viaggio". The main area is titled "Viaggio" and contains search fields for departure station (Milano Centrale) and arrival station (Bergamo), date (08-03-2018), time (17:00), and passenger count (1 adult, 0 children). Below the search fields, a message says "Stai visualizzando: Frecce Regionali Principali Soluzioni". To the right, a red button shows a shopping cart icon with "0,00" and a "vedi carrello" link. The search results table has columns for Partenza, Arrivo, Durata, Treno, and Prezzo. It lists two train options:

Partenza	Arrivo	Durata	Treno	Prezzo
Milano Centrale 17:05	Bergamo 17:53	0h 48'	Regionale 2629	☒
Milano Centrale 17:25	Bergamo 18:25	1h 00' Cambi: 1	Regionale 2077 Regionale 10809	☒

Redesign - Booking - Form and trains



Redesign - Booking - Form and trains

Group Companies Work with us FS Social Network

 TRENITALIA
GRUPPO FERROVIE DELLO STATO

New search Travel choice Payment and data Sum up

Milano Centrale - Roma 5 P.M. - 11 P.M. 17/06/2018 Adults 2 

Main solutions Frecce Regionali

DEPARTURE ▾	ARRIVAL ▾	DURATION ▾	TRAIN	PRICE ▾
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416 	from 42,50 € ▾
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416 	from 22,50 € ▾
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416 	from 22,50 € ▾

Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Proin aliquam, leo at luctus tempus, eros lectus eleifend massa,

Redesign - Booking - Form and trains

Group Companies Work with us FS Social Network

TRENITALIA
GRUPPO FERROVIE DELLO STATO

New search **Travel choice** Payment and data Sum up

From: Milano Centrale **To:** Roma Termini **Date:** 05/07/2018 **Adults:** 1 **Kids:** 0 **UPDATE**

Main solutions		Frecce	Regionali	
DEPARTURE	ARRIVAL	DURATION	TRAIN	PRICE
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416 <i>i</i>	from 42,50 €
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416 <i>...</i>	from 22,50 €

Redesign - Booking - Selecting train

OLD LAYOUT

The screenshot shows a comparison between two train journeys from Milano Nord Bovisa to Bergamo.

Top Journey: Milano Nord Bovisa → Bergamo. Departure at 12:19, arrival at 13:40. Duration: 1h 21'. Cambi: 1. Options: Regionale 24933 (disabled), Regionale 10769 (disabled).

Bottom Journey: Milano Nord Bovisa → Bergamo. Departure at 12:49, arrival at 14:38. Duration: 1h 49'. Cambi: 2. Options: Regionale 24935, Regionale 2069, Regionale 24781.

Detailed View: A modal window for the bottom journey is open. It shows the route: Regionale 24935 - da Milano Nord Bovisa a Milano Centrale - Regionale 2069 - da Milano Centrale a Treviglio - Regionale 24781 - da Treviglio a Bergamo. The window includes a 'Chiudi' button. Below the route, it lists 'SERVIZIO' (2^a Classe) and 'OFFERTA' (Ordinaria). The 'Ordinaria' offer is highlighted with a green button containing a checkmark and the price '5,50 €'. A 'Vedi altre offerte >' button is also present. A note explains that the ticket is valid from the chosen departure date and time, subject to regional regulations. A red 'Continua' button is at the bottom right.

Redesign - Booking - Form and trains

MAIN SOLUTIONS		FRECCIE	REGIONALI	
DEPARTURES	ARRIVALS	⌚	TRAIN	PRICE
ROMA 15:30	NAPOLI 18:30	⌚ 3:00	FRECCIAROSSA	35 €
—	—	—	—	47 €
BERGAMO 16:00	NAPOLI 19:00	⌚ 3:00	—	92 €
<hr/>		STANDARD	PREMIUM	BUSINESS
BASE	3,50	4	7	9
Economy	8	9,50	13,30	15
CONTINUE				
—	—	—	—	—
—	—	—	—	—
—	—	—	—	—
—	—	—	—	—

Redesign - Booking - Form and trains

Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 22,50 €			
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 22,50 €			
Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Proin aliquam, leo at luctus tempus, eros lectus eleifend massa,							
OFFERTA	SERVIZIO	Standard	Premium	Business Salottino	Business Area silenzio	Business	Executive
Base	i	22,50 €	22,50 €	Esaurito	22,50 €	Esaurito	22,50 €
Economy	i	22,50 €	22,50 €	22,50 € 	22,50 €		22,50 €
SuperEconomy	i	22,50 €	22,50 €		22,50 €		22,50 €
CONTINUE							
Milano Centrale 15:30	Roma Termini 16:20	1h 20'	Frecciarossa 1000 9416	from 25,59 €			

Redesign - Check train status

Current Website Screenshot:

Redesigned Sketch:

Official Trenitalia Website Screenshot:

Redesign - Check train status

OLD LAYOUT

ViaggiaTreno

TRENITALIA

I siti del Gruppo > Lavora con noi > FSnews > FS social network > Acquista biglietto >

Domodossola

Bolzano, Brennero, Tarvisio

Treno - Stazione

MILANO PORTA GARIBALDI

CERCA

Visualizza su Mappa

Traffico Nazionale | Traffico Regionale

Tutto il Traffico Freccia Rossa
 Freccia Argento Freccia Bianca

Ultime news

23/03/2018 11:16
Il treno 723 da Roma T.ni (07:26) a Palermo C.le (19:10) viaggia con un ritardo di 43 minuti per preparazione del treno in partenza.

23/03/2018 09:12
Il treno 8303 da Roma T.ni (08:05) a Lecce (13:28) viaggia con un ritardo di 50 minuti per preparazione del treno in partenza.

Ultimo aggiornamento: 23/03/2018 12:36
Dalla mezzanotte di oggi sulla rete ferrov

Torino, Piacenza, Bologna, Rimini, Ancona, Pescara, Roma, Campobasso, Foggia, Bari, Brindisi, Lamezia Terme, Crotone, Catanzaro, Messina, Reggio Calabria, Siracusa, Catania, Palermo, Messina, Reggio Calabria, Catania, Siracusa

Stampa il tuo arrivo

Meteo

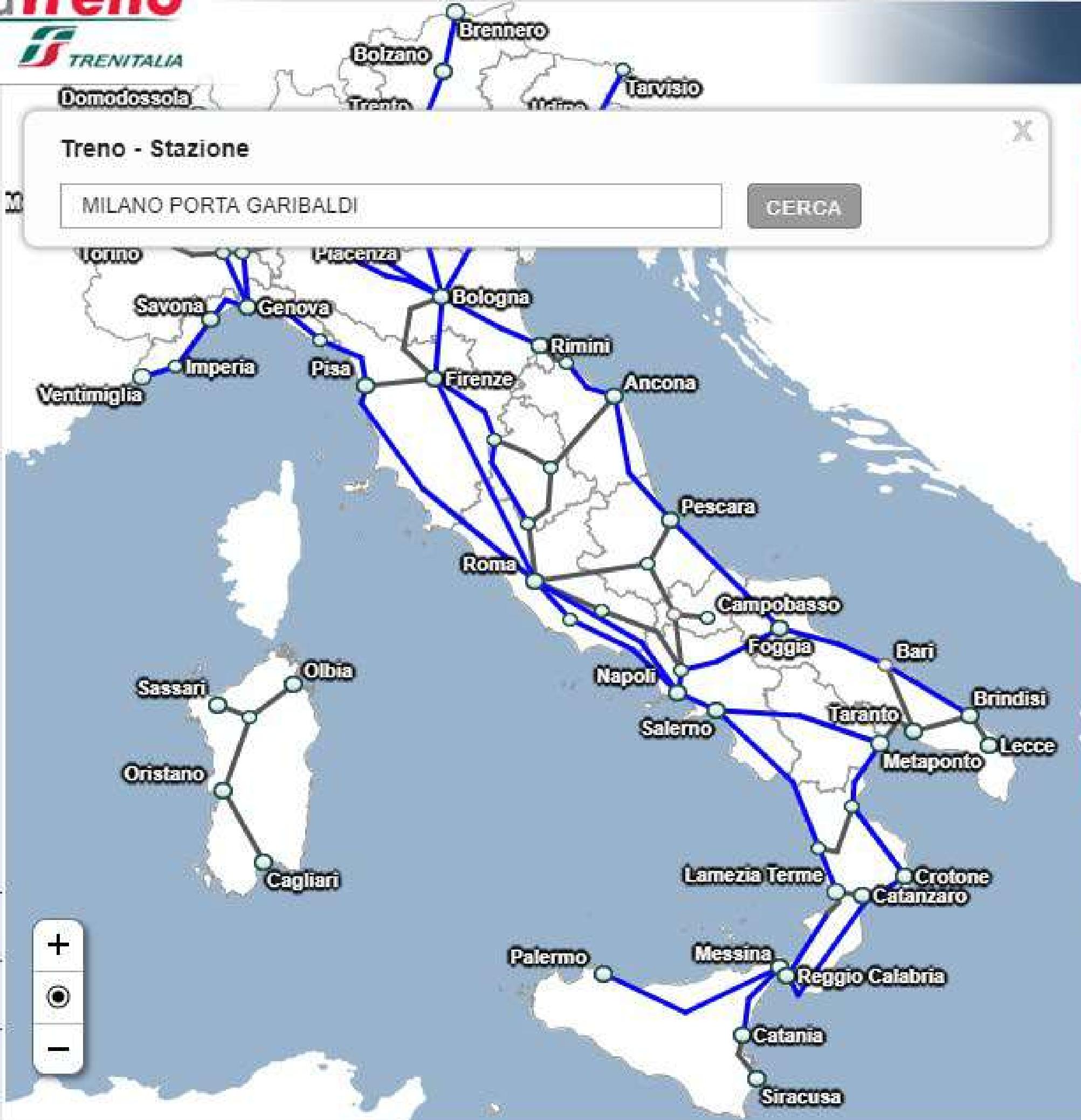
News

Come Funziona

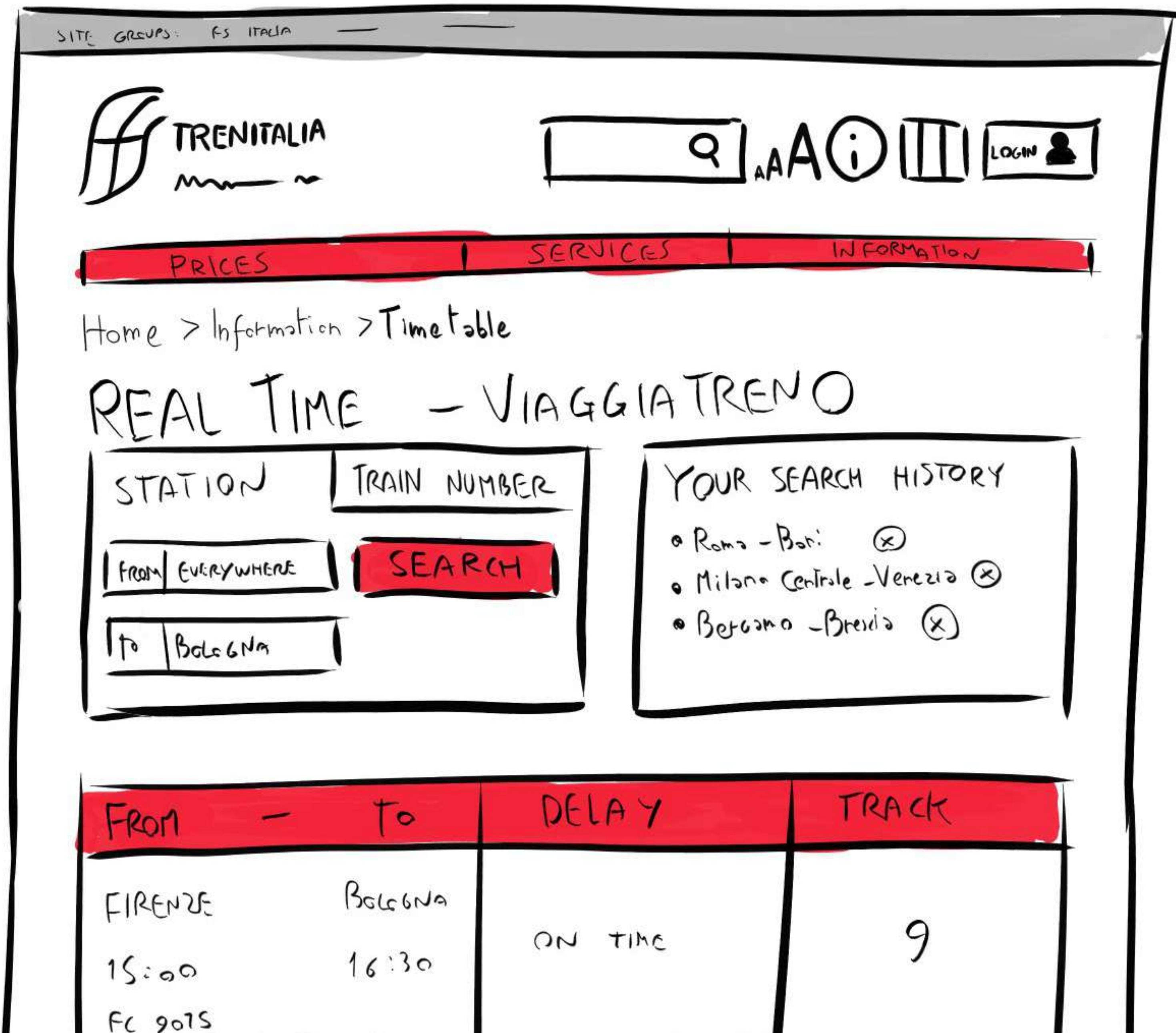
Note Legali

Contatti

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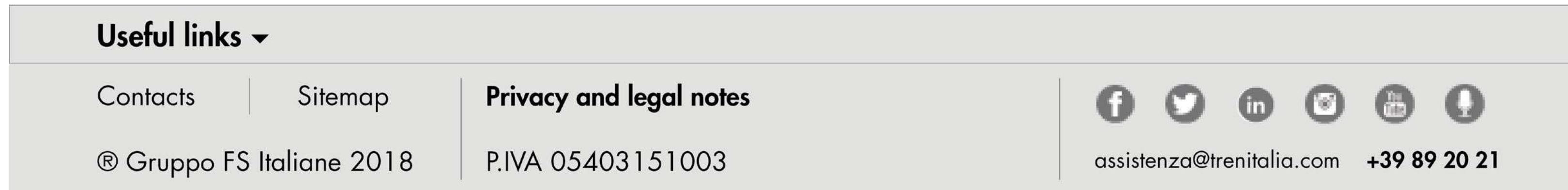
Redesign - Check train status



Redesign - Check train status



FROM - TO	DELAY	TRACK N.
Firenze S.M. Novella (15:00) - Bologna (16:11) Train Frecciarossa 9514	🕒 On Time	17
Napoli C.le (15:56) - Bologna (17:21) Train Frecciarossa 9412	🕒 +8min 17:29	7
Salerno (16:13) - Bologna (17:58) Train Frecciarossa 2875	🕒 +15min 18:13	2
Delay: Delay because of technical difficulties		
Napoli C.le (16:36) - Bologna (19:21) Train Frecciarossa 9412	🔴 Cancelled	-



Redesign - Check train status

The image shows a screenshot of the Trenitalia website's redesign. At the top, there is a navigation bar with links for "Group Companies", "Work with us", and "FS Social Network". The Trenitalia logo is prominently displayed, along with a search bar, accessibility icons (AAA), and a login link.

The main content area features a large, semi-transparent background image of a train station platform. Overlaid on this are several UI elements:

- A red header bar with three dropdown menus: "Prices & Offers", "Services", and "Information & Contacts".
- An information banner at the top of the image displays a train schedule board with various train routes and arrival/departure times.
- A search interface in the center-left:
 - Labels: "STATION" and "TRAIN NUMBER".
 - Input fields: "From: Everywhere" and "To: Bologna".
 - A central "SEARCH" button.
- A red sidebar on the right labeled "MOST SEARCHED" with a list of popular routes:
 - Milano Centrale - Milano P.ta Garibaldi
 - Roma Tiburtina - Milano Centrale
 - Firenze S. M. Novella - Bologna
 - Napoli C.le - Firenze
- A table below showing train status for specific routes:

FROM - TO	DELAY	TRACK N.
Firenze S.M. Novella (15:00) - Bologna (16:11) Train Frecciarossa 9514	🕒 On Time	17
Napoli C.le (15:56) - Bologna (17:21) Train Frecciarossa 9412	🕒 +8min 17:29	7
Salerno (16:13) - Bologna (17:58) Train Frecciarossa 2875	🕒 +15min 18:13	2

Redesign - Change a ticket

Group Companies Work with us FS Social network

English

Customer area

Le Frecce Offers Services Purchase Information and Contacts Search

Home > Purchase > Manage your ticket

Manage your ticket

To manage your purchase you can log into your area, go to Purchased Travel and visualise the journey you wish to modify.

Alternatively, you can manage your ticket by using the following form, filling in the PNR and the email used for the purchase.

If you bought your ticket without being registered, you can retrieve your ticket filling in your name, surname and Code for retrieving the purchase (CRA) that appears on the post-payment page.

I have the PNR/Ticket code I purchased without registration

Email: PNR/Ticket code: Search

According to the fare you bought, you can avail of the following online services:

- change your booking
- manage your ticket
- request a refund
- request compensation for delay
- add or void passengers on your journey

Trenitalia Open ↑

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Home PR | Il Gruppo | Lavora con noi

TRENITALIA

Ogni e acquisto Promozioni e offerte Le Frecce CartoFRECCIA In Regione Aziende Informazioni per il viaggio I nostri treni Area Clienti

Attenzione: Non è stato possibile trovare un acquirento con i dati inseriti

Help | Refund

Condizioni contrattuali Privacy e Legal notes

VAT: Phone: +39 19 821911

Numero verde 199 30 30 00 | Info | Mappa | Accessibility

© Gruppo Ferrovie 2008 | Contatti | Note Legali | Comunicato Legal | Patta Inv. 0540315003 | Link | Condizioni di trasporto | [Vai a pagina principale](#) | FAQ | Call center



Group Companies Work with us FS Social Network

Prices & Offers Services Information & Contacts

Home > Information > Search & Modify Ticket

Manage your ticket

I have an account I don't have an account

Email: PNR: SEARCH

According to the fare you bought, you can avail of the following online services:

- change your booking
- manage your ticket
- request a refund
- request compensation for delay
- add or void passengers on your journey

Conditions for your offers

Type of ticket	Change Booking	Change Ticket	Refund
Base	An unlimited number of times before departure. After departure, and up to the next hour, free of charge only once.	An unlimited number of times before departure, only once after the train's departure and up to the subsequent hour.	Until the departure time: Ticket price - 20%
Economy	Only once until the departure of the train, only to change the date or time of departure. You have to pay the relative price difference in correspondence to the Base ticket.	Not allowed	Not allowed
Super Economy	Not allowed	Not allowed	Not allowed
CartoFRECCIA Special, Special 2x1, CartoFRECCIA Young/Senior, Special Events & Promo Thello	Not allowed	Not allowed	Not allowed
Families with children for free	Only once until the departure of the train, in case of availability of seats for the offer.	Only once until the departure of the train, paying any difference in price.	Until the departure time: Ticket price - 20%
One way & Return	One way & Return	Only once for each ticket (outbound and return), up to the departure of the train.	Not allowed

Useful links

Contacts Sitemap Privacy and legal notes

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Redesign - Change a ticket

OLD LAYOUT

Home > Purchase > Manage your ticket

Manage your ticket

To manage your purchase you can log into your area, go to Purchased Travel and visualise the journey you wish to modify.

Alternatively, you can manage your ticket by using the following form, filling in with the PNR and the email used for the purchase.

If you bought your ticket without being registered, you can retrieve your ticket filling in your name, surname and Code for retrieving the purchase (CRA) that appears on the post-payment page.



I have the PNR/Ticket code I purchased without registration

Email:

PNR/Ticket code:

Search



Travel with Trenitalia

[Buy tickets](#) >

Purchasing services

[Online invoicing](#) >

[Compensation for delay](#) >

[Regional online tickets and passes](#) >

[Form to apply for refund or compensation for national trains](#) >

  on board

Frecciarossa

According to the fare you bought, you can avail of the following online services:

- change your booking
- manage your ticket

Redesign - Change a ticket

PRICES | SERVICES | INFORMATION

Home > Information > Search & modify ticket

MANAGE YOUR TICKET

I HAVE AN ACCOUNT | I DON'T HAVE AN ACCOUNT

Mail | PNR | ⓘ

SEARCH

According to the fare you bought you can avail of the following services:

- _____
- _____
- _____
- _____

✓ CONDITIONS FOR YOUR OFFER

Type of ticket	Change booking	Change ticket	Refund
...	_____	_____	_____

Redesign - Change a ticket

The image shows a screenshot of the Trenitalia website's 'Manage your ticket' section. At the top, there is a navigation bar with links for 'Group Companies', 'Work with us', and 'FS Social Network'. Below the navigation is the Trenitalia logo ('TRENITALIA GRUPPO FERROVIE DELLO STATO'). On the right side of the header are search icons, language selection ('AAA'), and a 'Login' button. The main menu includes 'Prices & Offers', 'Services', and 'Information & Contacts'. The breadcrumb navigation shows 'Home > Information > Search & Modify Ticket'. The main heading 'Manage your ticket' is displayed in bold black text. Below it, there are two buttons: 'I have an account' (light grey) and 'I don't have an account' (red). A form follows, containing fields for 'Email:' and 'PNR:', both with red input boxes. To the right of the PNR field is an information icon (i). A large 'SEARCH' button is at the bottom of the form. To the right of the form, a text block states: 'According to the fare you bought, you can avail of the following online services:' followed by a bulleted list: 'change your booking', 'manage your ticket', 'request a refund', 'request compensation for delay', and 'add or void passengers on your journey'. Below this, a section titled 'Conditions for your offers ▲' is shown with a table comparing ticket types across four categories: 'Change Booking', 'Change Ticket', and 'Refund'. The table rows are: 'Base' (with conditions for both change and refund), 'Flexi' (with conditions for change only), and 'Flexi Go' (with conditions for change only). The last row is partially visible.

Type of ticket	Change Booking	Change Ticket	Refund
Base	An unlimited number of times before departure. After departure, and up to the next hour, free of charge only once.	An unlimited number of times before departure, only once after the train's departure and up to the subsequent hour.	Until the departure time: Ticket price - 20%
Flexi	Only once until the departure of the train, only to change the date or time of departure. You have to pay the difference between the original ticket and the new one.		
Flexi Go			

Redesign - Change a ticket



- request a refund
- request compensation for delay
- add or void passengers on your journey

Conditions for your offers ▾			
Type of ticket	Change Booking	Change Ticket	Refund
Base	An unlimited number of times before departure. After departure, and up to the next hour, free of charge only once.	An unlimited number of times before departure, only once after the train's departure and up to the subsequent hour.	Until the departure time: Ticket price - 20%
Economy	Only once until the departure of the train, only to change the date or time of departure. You have to pay the relative price difference in correspondence to the Base ticket.		Not allowed
Super Economy	Not allowed	Not allowed	Not allowed
CartaFRECCIA Special, Special 2x1, CartaFRECCIA Young/Senior, Special Events & Promo Thello	Not allowed	Not allowed	Not allowed
Families with children for free	Only once until the departure of the train, in case of availability of seats for the offer.	Only once until the departure of the train, paying any difference in price.	Until the departure time: Ticket price - 20%
One way & Return	One way & Return	Only once for each ticket (outbound and return), up to the departure of the train.	Not allowed

THANKS

Group 10

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